MAJOR FUNCTION
This is advanced technical and business analysis support for local specialized and major enterprise-wide applications. The incumbent works closely with other technical staff and functional representatives of City departments in providing simple to complex business solutions and routinely serves as a technical resource lead on project teams. Work is performed under the supervision of a Project Manager and is reviewed for achievement of desired results through regular status meetings and written reports.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties
Provides customer support and consultation on Information Technology topics. Performs detailed analysis and evaluation and makes recommendations to resolve simple to complex business problems with the appropriate technology. Performs cost benefit analysis and provides appropriate alternative recommendations. Develops, documents and maintains procedures for implemented solutions. Plans, prioritizes, schedules, coordinates, defines, designs, documents, and develops programmatic and electronic processes within the appropriate accepted procedures and practices. Coordinates the development, testing and implementation of business solutions with all appropriate parties. Plans, organizes and conducts meetings as needed with technical and functional resources for communication of business requirements, status updates, and project reviews. Provides clear and concise written and oral communications to technical staff, functional representatives and supervisor. Provides technical expertise in the development and evaluation of request for proposals. Performs related work as required.

Other Important Duties
Keeps informed and abreast of major trends and developments in the computer field. Communicates and relates technology trends and practices to City business community. Performs related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills
Considerable knowledge of computer technology and current technical industry trends. Knowledge and understanding of recognized technology policies and procedures. Knowledge of recognized project management requirements, procedures and techniques. Ability to keep oneself informed and abreast of major trends and developments in the computer science and information technology field. Ability to analyze and convert business requirements into design specifications. Ability to apply sound change management techniques in implementing technical solutions. Ability to work with both IDE (integrated development environment) and text-based coding. Ability to conduct independent research and define results. Ability to devote required attention to detailed work. Ability to interact effectively with functional representatives and technical co-workers one-on-one and/or in team environments. Ability to effectively practice self-motivation. Ability to organize time and resources for maximum benefit. Skill in verbal and written communication. Skill in time management. Strong analytical, design, and coding skills for providing simple to complex business solutions recommendations. Skills to include, but not be limited to, use of the following tool sets or equivalent products: Microsoft Office 2016 desktop, (Access, Word, Excel, etc), system support and/or development in client/server environment, working knowledge of an Open Database Connectivity (ODBC) database (Oracle, SQL Server, etc.), Relational Database Management System (RDBMS) design and relationships, Structured Query Language/Structured Query Reports (SQL/SQR), Windows Server 2016, and a basic understanding of networks and network design. Application development skills using tools such as C#, Java, Visual Studio, HTML, JavaScript, CSS, or

comparable application development skills and knowledge of PeopleSoft Inc., application design and supporting toolsets. Familiar with cloud hosted solutions and technologies.

Minimum Training and Experience
Possession of a bachelor's degree in computer science or a related field and one year of technical experience in computer systems development, support and/or programming in a client/server environment; or an equivalent combination of training and experience. Any bachelor's degree and two years of technical experience in computer systems development, support and/or programming in a client/server environment will meet the above requirements.

Necessary Special Requirement
Designated positions assigned to this class may require a valid Class E State driver's license at the time of appointment.

Designated positions assigned to this class may require experience in application development using Visual Studio (or similar) IDE to build solutions utilizing Java Servlets, Java Server Pages, JavaScript, .NET, Web Services, HTML, XML, Oracle and SQL Server technologies. Development and deployment of client-server, web and mobile applications that access relational databases across LAN, WAN, or internet infrastructure. Experience in the creative design of applications and ability to use graphic design software to enhance the user experience.

Established: 09-15-00
Revised: 04-15-02
                    01-21-03
                    01-28-03
                    12-29-03
                    01-31-06
                    02-19-10*
                    11-15-11
                    02-27-20