



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 440.4

Job Title: **SENIOR IT PROFESSIONAL – INFRASTRUCTURE**

Pay Grade: 28

### **GENERAL SUMMARY:**

The purpose of this position is to ensure the IT and Operational Technology (OT) infrastructure (hardware, software, voice and data networks, storage, servers, mobile and wired telephony) is maintained and works reliably to meet business needs by providing day-to-day operational support for existing infrastructure services and users of those services; completing *highly complex* technical assignments and project-based work to promote the effective use of new and existing technology; and mentoring junior infrastructure support staff.

### **RESPONSIBILITIES:**

**TECHNICAL EXPERT:** Usually has advanced technical certifications that demonstrate mastery of a specialized infrastructure discipline. Typically participates in industry/technical users groups. Proactively resolves highly complex technology problems by providing expert technical advice. May serve as highest level of escalation internally.

**OPERATIONS & MAINTENANCE:** Oversees a variety of highly complex analytical and technical assignments; provides subject matter expertise and advice for assigned technology and infrastructure systems; plans, manages, and implements infrastructure projects and upgrades; designs and documents infrastructure processes, procedures, and standards. Ensures effectiveness of infrastructure by performing preventive maintenance work and monitoring system performance; diagnoses problems; works with external vendors and COH departments; and supports back-ups for a variety of technologies, business units, and systems.

**STRATEGY:** Understands how technology infrastructure systems support business objectives. Drives innovation and creative solutions by providing value propositions. Influences the strategy; acts as a technical thought leader in specialized area. Implements best practices and uses knowledge of internal and external technology challenges and opportunities to drive business transformation. Addresses risks, limitations and vulnerabilities.

**TEAM EFFORT:** Contributes to team effort by accomplishing related results and performing related responsibilities as needed.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires a Bachelor's degree in Computer Science, Management and Information Systems (MIS) or a closely related field.

Information systems-specific technical certifications may be substituted for 1 year of either the education or the experience requirement, as applicable.

Related professional Information Systems experience may be substituted for the education requirement on a year-for-year basis.

**EXPERIENCE:**

At least six (6) years of technology experience supporting IT infrastructure. System-specific technical certifications required. Advanced certifications and applicable work experience beyond six (6) years may be substituted for up to two (2) years of the education requirement.

System-specific technical certifications may be considered for substitution for 1 year of experience.

A Master's degree in Computer Science, Management and Information Systems (MIS) or a closely related field may be substituted for two years of the experience requirement.

**SPECIFICATIONS (cont'd):****COMPLEXITY:**

Individual contributor and acknowledged expert for respective infrastructure system. Works independently; frequently coaches other professionals on technical issues. Ability to execute highly complex or specialized projects; adapts precedent and may develop new solutions to complex problems.

**IMPACT OF ACTIONS:**

Errors in work typically lead to significant inconvenience, risk and costs. The incumbent functions autonomously, with the manager available to answer questions as they arise.

**SUPERVISION EXERCISED:****Direct Supervision:**

No direct reports.

**Indirect Supervision:**

No indirect reports.

**CONTACTS:****Internal Contacts:**

Level of internal contact is primarily with managers, Assistant Directors, and Deputy Directors. Interaction involves considerable explanation and persuasion leading to decision, agreement or rejection on complex issues; diplomacy is required; problem-solving discussions regarding responsibilities, finance or work flow or to facilitate change.

**External Contacts:**

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with affiliated organizations. Interaction requires substantial sensitivity and persuasion leading to resolution of complex issues, e.g., project coordination and higher-level problem resolution.

**PHYSICAL EFFORT:**

There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

**WORK ENVIRONMENT:**

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions. May occasionally require work in outdoor environment.

**MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description.

**JOB FAMILY: Information Technology – Infrastructure**

**Technical Track:**

IT Associate – Infrastructure  
IT Specialist – Infrastructure  
IT Professional – Infrastructure  
IT Sr. Professional – Infrastructure

Effective: November 2015  
Revised: November 2018

**Management Track:**

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IT Lead – Infrastructure  
IT Manager – Infrastructure