



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 450.1

Job Title: **IT ASSOCIATE – APPLICATIONS**

Pay Grade: 18

GENERAL SUMMARY:

The purpose of this position is to accomplish software requirements by developing and maintaining applications and databases; to increase operating efficiency and adaptation to new business requirements by analyzing, reviewing, and altering programs.

RESPONSIBILITIES:

SYSTEM ANALYSIS & PROGRAMMING: Assists in the research and fact-finding to develop or modify information systems software. Assists in preparing specifications from which programs will be configured or written. Designs, codes, tests, and debugs basic programs by applying knowledge of programming techniques and computer systems and preparing flowcharts and diagrams to illustrate sequences of steps program must follow and to describe logical operations involved.

CUSTOMER SERVICE: Assists users in solving operating problems with applications by responding to issues escalated to the IT service desk. Clarifies application objectives by consulting with users to identify current operating procedures and clarify application objectives.

ADMINISTRATION: Writes manuals for users to describe operating procedures. Writes technical documentation to document application development, logic, coding, configuration and corrections. Reads manuals, periodicals, and technical reports to learn ways to develop programs that meet user requirements.

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

SPECIFICATIONS:

KNOWLEDGE:

Requires an Associate's degree in Computer Science, Management and Information Systems (MIS) or a closely related field. This entry level position has sufficient educational knowledge to begin performing application system analysis or coding, but requires significant instruction and guidance.

EXPERIENCE:

No experience is required.

COMPLEXITY:

This is an entry level position where employee is learning to perform work that requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and procedures, and in adapting standard methods to fit facts and conditions.

SPECIFICATIONS (cont'd):

IMPACT OF ACTIONS:

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under moderate to high supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the team lead or 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 technical staffs and occasionally with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:

Level of external contact is primarily with administrative support, technical and professional staff. Interaction involves information exchange and/or simple service activity requiring moderate tact and cooperation.

PHYSICAL EFFORT:

The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions. Significant time spent using computer display, keyboard, and mouse.

PHYSICAL SKILL: Requires the ability to make closely coordinated eye/hand movements within very fine tolerance and/or calibration demands.

MISCELLANEOUS:

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

JOB FAMILY: Information Technology – Applications

Technical Track:

IT Associate – Applications
IT Specialist – Applications
IT Professional – Applications
Senior IT Professional – Applications
IT Architect – Applications

Management Track:

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IT Lead -- Applications
IT Manager – Applications

Effective: November 2015