



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 450.2

Job Title: **IT SPECIALIST – APPLICATIONS**

Pay Grade: 23

GENERAL SUMMARY:

The purpose of this position is to accomplish complex software requirements by specializing in developing programs for business or technical applications and databases; to increase operating efficiency and rapid adaptation to new business requirements by developing, analyzing, reviewing, and altering programs.

RESPONSIBILITIES:

SYSTEMS ANALYSIS & PROGRAMMING: Performs research and fact-finding to develop or modify information systems software. Develops and tests *simple* applications by applying knowledge of programming techniques and computer systems. Presents ideas for system improvements including cost proposals by reviewing current systems; producing detailed specifications and coding; testing the application in development and test environments prior to migration to production. Works closely with analysts, designers and staff by providing technical assistance and training less experienced programmers. Converts project specifications, using flowcharts and diagrams into sequence of detailed instructions and logical steps for configuring or coding application changes.

CUSTOMER SERVICE: Provides technical assistance on *simple* software issues by installing, configuring and testing application and assisting users to solve operating problems. Clarifies program objectives by consulting with users to identify current operating procedures. Determines feasibility, cost and time required, compatibility with current system and computer capabilities for requests by evaluating user requests for new or modified programs, such as financial human resources management systems, statistical study of operational patterns, or analyzing and developing specifications for system design.

ADMINISTRATION: Writes manuals for users to describe installation and operating procedures. Writes documentation to describe program development, logic, coding 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 a Bachelor's degree in Computer Science, Management and Information Systems (MIS) or a closely related field. Application-specific technical certifications may be considered for substitution for 1 year of experience.

EXPERIENCE:

At least three (3) years of technology experience creating or configuring software applications. Related professional experience may be substituted for the education requirement on a year-for-year basis.

SPECIFICATIONS (continued):

COMPLEXITY: Work 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. Able to fully perform work of low complexity and variation without assistance.

IMPACT OF ACTIONS: Errors in work typically lead to minor inconvenience and costs. Work is typically performed under moderate 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. Ability to pass and maintain federal security clearances may be required.

SUPERVISION EXERCISED:

Direct Supervision: No direct report employees.

Indirect Supervision: No indirect reports.

CONTACTS:

Internal Contacts: Level of internal contact is primarily with technical staffs and 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. Operates a motor vehicle.

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. Operates a motor vehicle.

MISCELLANEOUS: Performs related work as required.

JOB FAMILY: Information Technology – Applications

Technical Track:

IT Intern – Applications

IT Associate – Applications

IT Specialist – Applications

IT Professional – Applications

IT Sr. Professional – Applications

IT Executive Consultant – Applications

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Management Track:

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IT Lead -- Applications

IT Manager -- Applications

IT Assistant Director – Applications

IT Deputy Director

Effective: November 4, 2015

Revised: January 31, 2017