



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 450.4

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

Pay Grade: 29

### **GENERAL SUMMARY:**

The purpose of this position is to accomplish *highly complex* software requirements, often in specialized applications and databases. May act as expert in business or functional area. Develops system scope and objectives for business or technical applications and databases. Provides guidance and training to less experience analysts and may have quality assurance responsibilities.

### **RESPONSIBILITIES:**

**TECHNICAL EXPERT:** Typically participates in industry/technical users groups. Proactively resolves highly complex application problems by providing expert technical advice. May serve as highest level of escalation internally, with responsibility for checking the work of other more junior applications staff members.

**SYSTEMS ANALYSIS & PROGRAMMING:** Acts independently under general direction. Formulates and defines system scope and objectives based on user needs. Develops and tests *highly complex* applications; has full technical knowledge of all phases of systems analysis, application development or database techniques. Prepares detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary. May be responsible for multiple phases of application projects. Ensures effectiveness of applications by performing preventive maintenance work; applies patches; performs upgrades.

**STRATEGY:** Understands how technology application 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. Usually has advanced technical certifications that demonstrate mastery of a specialized application.

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

### **EXPERIENCE:**

At least six (6) years of technology experience supporting applications. Advanced certifications and/or greater than six (6) years applicable experience may be substituted for up to two (2) years of the education requirement.

### **COMPLEXITY:**

Individual contributor and acknowledged expert for respective applications. Works independently; frequently coaches other professionals on technical issues. Ability to execute highly complex or specialized projects; adopts precedent and may develop new solutions to complex problems. Application-specific technical certifications required.

### **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:**

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***