



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 469.3

Job Title: **TECHNOLOGY RESEARCH ANALYST**

Pay Grade: 26

GENERAL SUMMARY:

The purpose of this position is to optimize business performance by developing technical solutions that will maximize the value delivered to stakeholders. Works independently to identify emerging technologies and trends that could transform the customer experience and/or improve operational efficiency.

RESPONSIBILITIES:

RESEARCH & DEVELOPMENT: Maintains a strong understanding of the enterprise's IT systems and architectures. Applies emerging technologies and trends to support long-term business objectives. Responsible for researching, collecting, and disseminating information on emerging technologies and key learnings throughout the enterprise. Researches and recommends changes to foundation architecture to prepare for emerging technologies. Supports research projects to identify and evaluate new technologies; may build prototypes or proofs of concept.

CUSTOMER SERVICE: Fosters collaboration between business and IT. Interfaces with users and staff to evaluate possible implementation of the new technology in the enterprise. Probes to gain detailed understanding of business problems.

TEAM EFFORT: Contributes to team effort by solving business problems and transforming the customer experience.

SPECIFICATIONS:

KNOWLEDGE:

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

EXPERIENCE:

At least five (5) years of technology experience in one or more technology functional areas. Greater than five (5) years of applicable experience may be substituted for up to two (2) years of the education requirement.

COMPLEXITY:

Individual contributor that is fully proficient in applying established standards; knowledge based acquired from several years of experience in particular area. Works independently; may instruct or coach other professionals on technical issues. Ability to execute *moderately complex* or specialized projects; thinks beyond current solutions and may make significant departures from traditional approaches to solve problems and create new business opportunities.

SPECIFICATIONS (cont'd):

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

SUPERVISION EXERCISED:

Direct Supervision:

No direct report.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with business and IT professionals, supervisors and managers. Interaction requires moderate tact, cooperation and strong communications skills.

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, cooperation, and strong communications skills.

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:

Technical Track:

IT Professional – Technology Research

IT Sr. Professional – Technology Research

Effective: November 2015