CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 450.3

Job Title: **IT PROFESSIONAL – APPLICATIONS**

Pay Grade: 26

GENERAL SUMMARY:

The purpose of this position is to accomplish *moderately 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. Provides guidance and training to less experience analysts.

RESPONSIBILITIES:

SYSTEMS ANALYSIS & PROGRAMMING: Under general direction, formulates and defines system scope and objectives based on user needs. Develops and tests *moderately complex* applications by applying knowledge of programming or database techniques and computer systems. Devises or modifies procedures to solve *moderately complex* problems considering computer equipment capacity and limitations, operating time, and form of desired results. Prepares detailed specifications from which programs will be written. Analyzes and revises existing system logic difficulties and documentation as necessary.   Ensures effectiveness of applications by performing preventive maintenance work; applies patches; performs upgrades.

CUSTOMER SERVICE: Provides technical assistance on *moderately complex* software issues. Serves as tier 2 support to resolve end-users problems. Evaluates user's requests for new or modified application features. Determines feasibility, cost and time required, compatibility with current system and computer capabilities.

ADMINISTRATION: Prepares technical support documentation to describe application development, configuration, 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.

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 five (5) years of technology experience supporting IT applications.

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.

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; adopts precedent and may make significant departures from traditional approaches to develop solutions. Application-specific technical certifications will often be required.

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. Ability to pass and maintain federal security clearances may be required.

SUPERVISION EXERCISED: No direct report employees. No indirect reports.

Direct Supervision:

Indirect Supervision:

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. 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:	Management Track:
IT Intern – Applications	--
IT Associate – Applications	--
IT Specialist – Applications	--
IT Professional – Applications	IT Lead -- Applications
IT Sr. Professional – Applications	IT Manager -- Applications
IT Executive Consultant – Applications	IT Assistant Director – Applications
--	IT Deputy Director

Effective: November 4, 2105
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