CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 456.6

Job Title: **311 BUSINESS APPLICATIONS PROFESSIONAL**

Pay Grade: 25

GENERAL SUMMARY:

Performs various professional activities necessary to the operation of the Houston 3-1-1 Contact Center and its associated computer and data systems. Works independently on complex tasks involving systems software choice, installation and maintenance, modified performance enhancement workflow, and service request configuration. Performs advanced diagnostics to ensure reliable and efficient contact center operations.

RESPONSIBILITIES:

- Initiates and maintains procedures for reporting on system administration and utilization to support 3-1-1 operations and service delivery.
- Represents the department at conferences and meetings for the purpose of providing 3-1-1 system advice and guidance.
- Obtains information on user needs and participates in decisions of necessary courses of action.
- Initiates projects or services for the generation, modification and maintenance of systems software in a large multi-user environment.
- Creates new 3-1-1 service request types. Maps workflows and agent scripting to meet the requirements of the departments.
- Acts as liaison with Houston IT Services, computer manufacturers or software vendors.
- Prepares standards and procedures with respect to 3-1-1 system software.
- May train internal and external users on system standards, processes, and procedures.
- Provides advice and guidance to management and executive level leadership.

SPECIFICATIONS:

KNOWLEDGE:
Requires a Bachelor's degree in Business Administration, Statistics, Computer Science or a closely related field.

EXPERIENCE:
Four years of experience in data communications analysis and design, programming systems design and maintenance, operating systems software support, or a closely related field are required.

Directly related professional experience may be substituted for the education requirement on a year-for-year basis.

SPECIFICATIONS: (continued)

COMPLEXITY:
Work is substantially complex and varied, and requires the interpretation of technical and detailed guidelines, policies and procedures in combination. Analytic ability is needed to gather and interpret data where answers can be found only after careful analysis of several facts.

IMPACT OF ACTIONS:
Errors in work could lead to significant expense and inconvenience. Work is typically performed under limited to general supervision. The incumbent at times works from broad goals and policies. In addition, the incumbent may have some participation into setting work objectives.

SUPERVISION EXERCISED:

Direct Supervision:
No direct report employees.

Indirect Supervision:
No indirect reports.

CONTACTS:

Internal Contacts:
Level of internal contact is primarily with professionals and supervisors. Interaction requires substantial sensitivity and cooperation; e.g., basic project interaction.

External Contacts:
Level of external contact is primarily with lower-level service representative and vendors. Interaction requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

PHYSICAL EFFORT:
The position is physically comfortable, the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:
There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

PHYSICAL SKILL:
Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

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

JOB FAMILY:
311 Business Applications Professional

Effective Date: July 2026