



City of Kansas City, Missouri Job Class Specification

Job Title: IT SENIOR SPECIALIST

Department: MULTI

Job Code: 1559

Status: EXEMPT

Grade: EX-5

Summary

This is an expert level professional staff position within the IT department.

Work involves responsibility for leading, managing, and performing work of a unit engaged in varied computer operations and architecture projects. Employees of this class may assist lower level IT Associates with more complex technical projects and problems. Under limited supervision, the IT Senior Specialist provides leadership and coordination of project teams engaged in large, complex or enterprise-wide projects. Performs related activities and makes recommendations in areas that require a high level of technical competency.

Duties and Responsibilities

- Manages large, complex or enterprise-wide projects in a competent fashion including appropriate resource allocation. Makes significant contributions to the success of projects by applying demonstrated knowledge.
- Confers with and advises subordinate analysts and other staff on technical and administrative decisions and procedures.
- Facilitates communication and interaction between project team leaders and members to ensure quality product output.
- Maintain project plans with current status and issues list as appropriate. Assures that appropriate personnel are apprised of project status and issues in a timely and effective fashion.
- Research and recommend the upgrading of existing software applications or hardware systems as needed for desired performance and operations.
- Ensure efficient and economical utilization of hardware and software equipment and resources.
- Installs and maintains highly complex technical hardware and software in accordance with prescribed procedures.
- Directs the development of the needed system documentation.
- Helps develop specification, program and documentation standards.
- Analyzes program documentation, operations documentation and user guides to ensure such documentation is accurate and complete; makes recommendations for modifications as necessary.
- Develops testing processes that effectively and efficiently measure program or application performance.
- Investigates replacing current systems with new systems, analyzes the adaptability of current operations and makes recommendations for replacement.
- Analyzes complex business needs presented by the users and recommends technical solutions.
- Provide expert level of analysis of business issues and processes.
- Recommends the introduction of new design/analysis technologies and techniques as appropriate.
- Performs highly complex programming tasks, such as designing, documenting, and coding program logic.
- Recommends the introduction of new programming/coding technologies as appropriate.
- Develops testing processes that effectively and efficiently measure program or application performance.
- Prepares instructional materials and training curriculum for specialized or complex training needs.
- Works with support and documentation groups to provide technical and user training and manuals for new systems and major system enhancements.

Duties and Responsibilities (Cont.)

- Monitors changes regarding process and/or procedure standards and assures that all personnel receive training and are kept up-to-date on those changes.
- Assesses the department's current procedures and processes and recommends efforts designed to improve quality and timeliness with a reduction of system problems.
- Leads process and quality improvement initiatives.
- Assists with defining customer requirements by conferring with customer and analyzing functions and required or desired outputs.
- Anticipates customer needs and obtains regular customer feedback. Assures excellent communication with customers. Develops escalation procedures to resolve customer needs.
- Provides the appropriate technical review of work performed by project teams.
- Participates in defining and implementing technical direction.
- Performs related work as required.

Technical Skills

Knowledge:

- Maintains expert competence in the overall architecture of the total system.
- Maintains superior knowledge of tools used in design/analysis and programming/coding activities.
- Superior knowledge of established configuration management, software development, and project methodologies.
- Possesses superior technical competence in assigned area.
- Analysis, troubleshooting, administration experience in regard to applications, business, database, network (voice, data, video), pc, and servers (operating systems, monitoring software, system software).
- Design, configuration, installation, deployment, and implementation of applications, infrastructure, networks (voice, data, video), pc, and servers (operating systems, monitoring software, system software).
- Coding, programming, development, and support of applications, client server, database, mainframe, and WEB.
- Project/Program management
- Technology training.

Education and Experience

Accredited Bachelor's degree and five (5) years of technology experience.
OR
An equivalent combination of education and technology experience.

Certificates/ Licenses/Special Requirements

Must pass a background check as prescribed by the City.

Supervisory Responsibility

May act as a lead worker.

Supervision Received

Work is performed under general direction of IT Assistant Director

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

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