



City of Kansas City, Missouri Job Class Specification

Job Title: IT Specialist

Department: MULTI

Job Code: 1558

Status: EXEMPT

Grade: EX-4

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 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

- Plans, supervises, reviews, and participates in, complex or enterprise-wide projects in a competent fashion. Makes significant contributions to the success of projects by applying demonstrated knowledge.
- Provide expert level of analysis and technical guidance of business issues and processes.
- Evaluates new hardware and software system requirements with management and assists in the preparation of procedures and performance guidelines.
- Develops requirements and procedures for new operating systems' products and new hardware devices.
- Provide for product evaluation and testing of hardware/software for feature improvements, feasibility or applicability to existing products being used by the organization.
- Provide for training and support of products installed on the network systems as needed.
- Provide documentation and schematic representation of network systems relating to configuration, procedures, and other pertinent information.
- Performs highly complex programming tasks, such as designing, documenting, and coding program logic.
- Recommends the introduction of new programming/coding technologies as appropriate.
- Conducts studies requiring highly technical judgments on the conformity of departmental or inter-departmental accounting and statistical systems with municipal and state requirements. Prepares and presents recommendations for implementation of system modifications and revisions.
- 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.
- Assures the efficient and productive use of resources and personnel.
- Assures accountability of project teams and other employees.
- Instills positive attitudes for embracing change and continuous improvement.
- 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 four (4) 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	Supervision may be exercised over assigned personnel.
Supervision Received	Work is performed under general direction of IT Senior Specialist or above 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.
Created	4/07,4/17
Revised	8/2022