IT DEPARTMENT

Title Changes & Range Adjustments

ABSTRACT
For retaining and hiring new IT employees with position titles that are based on industry standards and ranges that provide equity for the work being accomplished.

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CIO

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Executive Summary

The intent of this request is to accomplish several goals. 1) To provide the IT Department with job titles that are meaningful for today's job seekers. 2) To provide titles that are relative to the work being done in a modern IT Department. 3) To ensure that the position is descriptive of the work being accomplished. 4) To ensure the work being accomplished is placed into a range that can provide for equitable compensation. 5) To improve the recruiting ability of IT. 6) To improve the retention ability of IT. 7) To ensure that we are compliant with the Fair Labor Standards Act.

Since a "banding" effort in the early 2000's, most staff in Information Technology were placed within five categories; System Analyst I, II, III, IV and a Senior Systems Analyst. There are several positions that fall outside of this grouping; Department Intern, Administrative Aide and Administrative Assistant. The titles within the five categories do not accurately describe the work being accomplished within the IT Department. It is time to put standard and meaningful titles in place that accurately reflect the work and provide a basis for comparative analysis of work efforts, pay and expectations. The names of staff within existing positions is irrelevant. The request to raise all Solution Analysts II to an Application Analyst with a new range of C43 reflects the current state of the City's ability to compete for IT labor and the availability of that labor. [Indicated by bold type in Current Position Status & Suggested Changes section] Tight labor markets are projected over the next decade within the technology field. There are several positions that have been re-titled based on the expected and existing work being accomplished by that position to better align the job title with the work. An example of this is Network Engineer, which today is titled as a solution analyst. The IT operations group has several positions that work primarily on network and infrastructure, yet their titles are the same as an Analyst supporting a software system, this needs to be corrected. All C42 to C43 positions are requested to be changed without a corresponding raise, the only affect would be those that may be at the top of the range (there are currently no SA II staff members at the top of this range).

Management staff in IT constantly evaluate existing positions, business demands by our customers, future direction of technology and use this evaluation to determine the positional needs today and into the near future. Ten years ago, several of these titles either did not exist (such as Smart City Coordinator) or existed within a different conceptual framework (Mobility Specialist or Sr. Data Architect). Without increasing headcount with IT, this realignment helps to ensure the viability of the Information Technology Department into the future without associated large costs or a list of titles so large it becomes unmanageable.

There are several new titles that require a change in range. This is to reflect the nature and risk of the work being accomplished within these roles and to provide the possibility of a range that could provide equitable compensation. This is not an attempt to compete with the private

sector nor is it provide raises to select individuals. It is reflective of the level of responsibility and risk associated with holding a title that has a requested range change. [Indicated by italic type in Current Position Status & Suggested Changes section] Most of these positions are requested to be changed without a corresponding raise, the only affect would be those that may be at the top of the range. There would be no financial impact until 2020 from the three positions that are filled with staff at the top of the current range.

Financial Considerations

There are only two requests that involve an immediate increase in compensation. Both positions reflect a significant departure from either the original job title and function (Solutions Analyst II in GIS to a new title of Smart City Coordinator) or a title change with an increase in level (Solutions Analyst III to Sr. Network Engineer). The total financial impact for 2019 would be $ 5,652.14. Looking out to 2020 the financial impact would involve the three staff at the top of their current range. In 2019 all three would typically receive whatever increase is offered as a result of their evaluation as a one-time payment thus having no effect in 2019. However if ranges are changed, the associated increase in total compensation starting in 2020 would be $7,543.48 assuming a 2.5% increase for each position. Any general increase (which has been 1.5% in recent years) is reflected in the range so it is not considered here.

Current Position Status & Suggested Changes

First Name	Last Name	Current Title	New Title	RANGE	NEW RANGE	2019 $ Impact
		Solution Analyst II	Application Analyst	C42	**C43**	$0.00
		Solution Analyst II	Application Analyst	C42	**C43**	$0.00
		Systems Analyst I	Technical Support Specialist	927	N/C	$0.00
		Solution Analyst II	System Administrator	C42	N/C	$0.00
		Systems Analyst I	Procurement Support Specialist	927	N/C	$0.00
		Solution Analyst III	Developer	C43	N/C	$0.00
		Solution Analyst II	Smart City Coordinator	C42	**C52**	$3,646.33
		Solution Analyst II	Application Analyst	C42	**C43**	$0.00
		Department Intern	Technical Support Intern	612	N/C	$0.00
		Sr. Solution Analyst	Deputy CIO	C52	*D71*	$0.00
		Solution Analyst III	Network Engineer	C43	N/C	$0.00
		Solution Analyst III	Application Analyst	C43	N/C	$0.00

	Systems Analyst I	Technical Support Specialist	927	N/C	$0.00
	Solution Analyst IV	Information Security Architect	C44	*D62*	$0.00
	Solution Analyst III	System Administrator	C43	N/C	$0.00
	Solution Analyst III	System Administrator	C43	N/C	$0.00
	Administrative Aide	Administrative Aide	623	N/C	$0.00
	Solution Analyst II	Mobility Specialist	C42	N/C	$0.00
	Solution Analyst III	Application Analyst	C43	N/C	$0.00
	Solution Analyst III	System Administrator	C43	N/C	$0.00
	Solution Analyst IV	Sr. Business Analyst	C44	N/C	$0.00
	Solution Analyst III	Application Analyst	C43	N/C	$0.00
	Solution Analyst III	Sr. Application	C43	N/C	$0.00
	Systems Analyst I	Digital Designer	927	N/C	$0.00
	Solution Analyst III	Sr. Network Engineer	C43	*C44*	$2,005.81
	Solution Analyst IV	Sr. Technical Specialist	C44	N/C	$0.00
	Solution Analyst II	Application Analyst	C42	**C43**	$0.00
	Solution Analyst II	Developer	C42	**C43**	$0.00
	Solution Analyst III	Application Analyst	C43	N/C	$0.00
	Solution Analyst III	Application Analyst	C43	N/C	$0.00
	Department Intern	Technical Support Intern	612	N/C	$0.00
	Solution Analyst II	Security Architect	C42	*C52*	$0.00
	Solution Analyst III	Application Analyst	C43	N/C	$0.00
	Solution Analyst IV	Sr. Data Architect	C44	*C52*	$0.00
	Solution Analyst II	Data Architect	C42	**C44**	$0.00
	CIO	CIO	E82	N/C	$0.00
	Solution Analyst IV	Sr. System Administrator	C44	N/C	$0.00
	Solution Analyst II	System Administrator	C42	N/C	$0.00
	Admin. Assistant	Administrative Assistant	928	N/C	$0.00
	Sr. Solution Analyst	Sr. Enterprise Architect	C52	*D62*	$0.00
	Solution Analyst II	Application Analyst	C42	**C43**	$0.00
	Department Intern	Technical Support Intern	612	N/C	$0.00
	Solution Analyst III	Business Analyst	C43	N/C	$0.00
	Solution Analyst II	Application Analyst	C42	**C43**	$0.00
	Solution Analyst III	System Administrator	C43	N/C	$0.00
	Solution Analyst II	Application Analyst	C42	**C43**	$0.00
	Solution Analyst III	Developer	C43	N/C	$0.00
	Solution Analyst III	Application Analyst	C43	N/C	$0.00
	Solution Analyst IV	Sr. Application Analyst	C44	N/C	$0.00
	Solution Analyst III	Application Analyst	C43	N/C	$0.00
	Systems Analyst I	Technical Support Specialist	927	N/C	$0.00
	Solution Analyst IV	Sr. Developer	C44	*C52*	$0.00
	Solution Analyst II	Network Engineer	C42	**C43**	$0.00

Solution Analyst III	Application Analyst		C43	N/C	$0.00
Solution Analyst IV	Sr. Application Analyst		C44	N/C	$0.00
Solution Analyst II	Developer		C42	*C44*	$0.00
Department Intern	Technical Support Intern		612	N/C	$0.00
Solution Analyst II	Application Analyst		C42	**C43**	$0.00
Systems Analyst I	Technical Support Specialist		927	N/C	$0.00
Solution Analyst IV	Sr. Systems Administrator		C44	N/C	$0.00

Titles & Position Descriptions

Administrative Aide

Knowledge of standard computer keyboard configurations and ability to access, interpret, and record information through use of a video display terminal and electronic keyboard.

Knowledge of and ability to use English language usage reference materials.

May require knowledge of, and ability to engage in, use of computer keyboard and video display monitor in electronic spreadsheet development, using basic mathematical and descriptive statistical operations.

Ability to add, subtract, multiply and divide.

Ability to read, interpret, organize, and compile data from a number of sources and to prepare a summary of the information collected.

Ability to compose routine letters.

Ability to read, interpret, and develop charts and graphs.

Ability to communicate clearly and effectively.

Ability to establish and maintain effective working relationships with associates, other employees, representatives of other organizations, and the public.

May require ability to acquire and maintain a valid Kansas driver's license.

An employee shall not pose a direct threat to the health or safety of other individuals in the workplace.

Two years (60 hours) of college or two years of administrative experience or two years of experience in a responsible clerical or secretarial position. Offers of employment are contingent upon passing a pre-employment physical, which includes drug screening, and upon satisfactory evaluation of the results of a criminal record check. An equivalent combination of experience and training may be considered

Administrative Assistant

Considerable knowledge of research techniques and sources of information.

Knowledge of information resources and information evaluation and reporting techniques.

Knowledge of the practices and principles of municipal government or of the organizational operations of the hiring Department.

Knowledge of the standard computer keyboard configurations and ability to access, interpret, and record information using a video display terminal and electronic keyboard.

Knowledge of laws, ordinances and regulations governing municipalities.

Ability to effectively plan, organize, and supervise the work of others.

Ability to communicate clearly and effectively, both orally and in writing.

Ability to develop and maintain effective working relationships with associates, other employees, representatives of other organizations, and the public.

May require the ability to acquire and maintain a valid Kansas driver's license.

An employee shall not pose a direct threat to the health or safety of other individuals in the workplace.

Graduation from a four-year college with a degree in public administration or business administration or a social science plus two years of administrative experience. Offers of employment are contingent upon passing a pre-employment physical, which includes drug screening, and upon satisfactory evaluation of the results of a police records check. Any equivalent combination of experience and training.

Application Analyst

Responsible for planning, designing and implementing information systems and applications associated with specific business unit requirements. Performs encoding, testing, debugging and installation activities as necessary. Works with organizational end users to clarify current operating procedures, processes, and communicate program objectives. Installs upgrades and patches. Performs system backups and recovery. Monitors system configuration and maintains data files. Recommends upgrades, new applications, and equipment. Provides technical support and guidance to users. Relies on knowledge and professional discretion to achieve goals. Performs a variety of tasks. Significant ingenuity and flexibility is expected.

Requires a bachelor's degree in area of specialty and at least 4-6 years of relevant experience or an equivalent combination of relevant experience in this field. Relevant professional certifications in area of specialty may also be required.

Sr. Application Analyst

Responsible for planning, designing and implementing information systems and applications associated with specific business unit requirements. Performs encoding, testing, debugging and installation activities as necessary. Works with organizational

end users to clarify current operating procedures, processes, and communicate program objectives. Installs upgrades and patches. Performs system backups and recovery. Monitors system configuration and maintains data files. Recommends upgrades, new applications, and equipment. Provides technical support and guidance to users. Relies on extensive knowledge and professional discretion to achieve goals. Significant ingenuity and flexibility is expected. Performs a variety of complicated tasks. Possesses strong leadership, communication, and documentation skills. Manages others. May offer consultation to senior leadership and is considered to be the top-level expert in this field.

Requires a bachelor's degree in area of specialty and at least 8-10 years of relevant experience or an equivalent combination of relevant experience in this field. Relevant professional certifications in area of specialty may also be required.

Business Analyst

Evaluates business systems and how they align with user needs. Documents requirements, establishes scope and objectives and determines strategy for implementing systems that achieve business goals. Relies on knowledge and professional discretion to achieve goals. Performs a variety of tasks. Acts as liaison between IT and business units. Significant ingenuity and flexibility is expected.

Requires a bachelor's degree in area of specialty and at least 4-6 years of relevant experience or an equivalent combination of relevant experience in this field. Relevant professional certifications in area of specialty may also be required.

Sr. Business Analyst

Evaluates business systems and how they align with user needs. Documents requirements, establishes scope and objectives and determines strategy for implementing systems that achieve business goals. Acts as liaison between IT and business units. Relies on extensive knowledge and professional discretion to achieve goals. Significant ingenuity and flexibility is expected. Performs a variety of complicated tasks. Possesses strong leadership, communication, and documentation skills. Manages others. May offer consultation to senior leadership and is considered to be the top-level expert in this field.

Requires a bachelor's degree in area of specialty and at least 8-10 years of relevant experience or an equivalent combination of relevant experience in this field. Relevant professional certifications in area of specialty may also be required.

Data Architect

Performs strategic design and implementation activities for business intelligence applications, including integration with databases and data warehouses. Responsible for

ensuring Business Intelligence is available to enhance decision making through all support functions. Identifies, researches and resolves technical problems. Knowledgeable of coding languages and big data technologies including creation of high-performance algorithms and proof of concepts. Designs, develops and enforces standards and architecture for installing, configuring and using business intelligence applications. Works collaboratively with a team of senior architects and developers to implement solutions. Designs specifications and standards for semantic layers and multidimensional models for complex Business Intelligence projects across all environments. Relies on knowledge and professional discretion to achieve goals. Performs a variety of tasks.

Requires a bachelor's degree in area of specialty and at least 4-6 years of relevant experience or an equivalent combination of relevant experience in this field. Relevant certifications in area of specialty may also be required.

Sr. Data Architect

Responsible for overseeing data systems and ensuring they meet organizational requirements. Designs, develops and enforces standards and architecture for installing, configuring and using business intelligence applications. Analyzes data to extract market and business trends to increase performance and efficiency. Assesses business information needs and identifies system requirements. Evaluates business intelligence data and produces reports. Develops and documents business objectives, data requirements, processing documentation and specifications. Assesses data extraction, report generation and bugs appearing in operations involving the data warehouse. Ensures data accuracy. Relies on extensive knowledge and professional discretion to achieve goals. Performs a variety of complicated tasks. Possesses strong analytical, leadership, communication, and documentation skills. Manages others. May offer consultation to senior leadership and is considered to be the top-level expert in this field.

Requires a bachelor's degree in area of specialty and at least 8-10 years of relevant experience or an equivalent combination of relevant experience in this field. An advanced degree or relevant certifications in area of specialty may also be required.

Digital Designer

Helps with the development and implementation of content for websites assisting in producing a final layout in accordance with business standards. Manages all content related to the website. Writes, edits and proofreads new content. Ensures that all documents meet established content standards and works with developers to assess any technical challenges in displaying the content. Determines content and structure for websites. Develops graphics and designs and organizes copy for online publication. Ensures copy and graphics are appropriately arranged in accordance with business

guidelines and visual best practices. May select font styles, sizes and other elements to enhance overall aesthetics. Designs interface and navigation tools. Works with the development team to achieve desired user experience. Ensures that interfaces function to achieve desired business goals. Conducts page-level testing. Resolves issues and recommends enhancements, when necessary. Has knowledge of HTML, Java and related concepts. Relies on established guidelines and instructions to perform daily job. Works under general supervision though some ingenuity and flexibility is required.

Requires an associate's degree in area of specialty and at least 2-4 years of relevant experience or an equivalent combination of relevant experience in this field.

Developer

Designs and builds applications to meet IT and business requirements. Assesses existing applications and keeps abreast of industry standards and best practices. Determines technical changes required. Implements and monitors quality standards. Works with internal and external data sources, CRM, CMS, Forms, workflows and API's. Fixes bugs and improves application performance. Collaborates with cross-functional teams to determine and launch new features. Builds, designs and implements software packages to meet business requirements. Troubleshoots and debugs software code. Has knowledge of SQL, C++, C#, HTML, HTML5, CSS3, CGI, JavaScript and other concepts. Relies on knowledge and professional discretion to achieve goals. Performs a variety of tasks.

Requires a bachelor's degree in area of specialty and at least 4-6 years of relevant experience or an equivalent combination of relevant experience in this field. Relevant professional certifications in area of specialty may also be required.

Sr. Developer

Responsible for full software development life cycle including new development, design and troubleshooting. Uses business requirements and industry trends to continuously design and build new software features and applications. Oversees a team of analysts and developers. Assesses existing applications and keeps abreast of industry standards and best practices. Determines technical changes, schedules projects and oversees timelines. Implements and monitors quality standards. Troubleshoots and supports system and application problems. Mentors team on coding practices and processes. Defines and executes cloud automation strategy for enterprise applications and application components. Supports, maintains and develops cloud based software. Builds innovative and reliable solutions to meet demanding business needs. Has knowledge of SQL, C++, C#, HTML, HTML5, CSS3, CGI, JavaScript and other concepts. Relies on extensive knowledge and professional discretion to achieve goals. Significant ingenuity

and flexibility is expected. Performs a variety of complicated tasks. Possesses strong leadership, communication, and documentation skills. Manages others. May offer consultation to senior leadership and is considered to be the top-level expert in this field.

Requires a bachelor's degree in area of specialty and at least 8-10 years of relevant experience or an equivalent combination of relevant experience in this field. Relevant professional certifications in area of specialty may also be required.

Mobility Specialist

Responsible for guiding the implementation of technology platforms and devices needed to support enterprise mobility solutions and initiatives. Implements, manages, administers, and supports solutions for mobile device management and mobile devices in a regulated environment to ensure continuous availability. Ensures consistency, compatibility, and compliance are addressed in policies, technical, and end-user documentation in support of mobility operations and related applications. Experience with configuring, managing and supporting mobile devices and MDM skills for user configuration, profiles and app control. Installs upgrades and patches. Performs system backups and recovery. Monitors system configuration and maintains data files. Recommends upgrades, new applications, and equipment. Provides technical support and guidance to users. Relies on extensive knowledge and professional discretion to achieve goals. Performs a variety of complicated tasks. Significant ingenuity and flexibility is expected.

Requires a bachelor's degree in area of specialty and at least 4-6 years of relevant experience or an equivalent combination of relevant experience in this field. Relevant professional certifications in area of specialty may also be required.

Network Engineer

Plans, designs, analyzes and provides technical support for data communications network or group of networks. Uses knowledge of LAN/WAN systems to help design and install internal and external network solutions. Performs the installation, configuration and ongoing maintenance of networked information systems. Tests and evaluates network systems to eliminate problems and make improvements. Handles technical issues and major incidents through hands-on troubleshooting. Supports, maintains and monitors internal and external networks. Implements and manages network configurations and related security. Resolves network performance issues and establishes a disaster recovery plan. Installs upgrades and patches. Performs system backups and recovery. Monitors system configuration and maintains data files.

Recommends upgrades, new applications, and equipment. Provides technical support and guidance to users. Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision though some ingenuity and flexibility is required. Should be familiar with scripting languages such as Ruby and Python.

Requires a bachelor's degree in area of specialty and at least 4-6 years of relevant experience or an equivalent combination of relevant experience in this field. Relevant professional certifications in area of specialty may also be required.

<u>Sr. Network Engineer</u>

Plans, designs, analyzes and provides technical support for data communications network or group of networks. Uses extensive knowledge of LAN/WAN systems to help design and install internal and external network solutions. Oversees and performs the installation, configuration and ongoing maintenance of networked information systems. Tests and evaluates network systems to eliminate problems and make improvements. Handles technical issues and major incidents through hands-on troubleshooting. Supports, maintains and monitors internal and external networks. Implements and manages network configurations and related security. Resolves network performance issues and establishes a disaster recovery plan. Installs upgrades and patches. Performs system backups and recovery. Monitors system configuration and maintains data files. Recommends upgrades, new applications, and equipment. Provides technical support and guidance to users. Relies on extensive knowledge and professional discretion to achieve goals. Significant ingenuity and flexibility is expected. Should be familiar with scripting languages such as Ruby and Python. Performs a variety of tasks. Possesses strong leadership, communication, and documentation skills. Manages others. May offer consultation to senior leadership and is considered to be the top-level expert in this field.

Requires a bachelor's degree in area of specialty and at least 8-10 years of relevant experience or an equivalent combination of relevant experience in this field. Relevant professional certifications in area of specialty may also be required.

<u>Sr. Telecommunications Engineer</u>

Maintains and evaluates telecommunications system. Plans and assesses telecommunications software solutions and the need for equipment changes or modifications. Installs, maintains and repairs telecommunications equipment. Issues reports, facilitates new service requests and determines procedures for installing telephone service. Installs upgrades and patches. Performs system backups and recovery. Monitors system configuration and maintains data files. Recommends

upgrades, new applications, and equipment. Provides technical support and guidance to users. Conducts customer training related to telecommunications features and functionality. Relies on extensive knowledge and professional discretion to achieve goals. Significant ingenuity and flexibility is expected. Performs a variety of tasks. Possesses strong leadership, communication, and documentation skills. Manages others. May offer consultation to senior leadership and is considered to be the top-level expert in this field.

Requires a bachelor's degree in area of specialty and at least 8-10 years of relevant experience or an equivalent combination of relevant experience in this field. Relevant professional certifications in area of specialty may also be required.

Procurement Support Specialist

Responsible for performing basic provisioning duties in the purchasing and receiving of information technology software and equipment and services of a specialized or complex nature in accordance with prescribed purchasing regulations and procedures. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision though some ingenuity and flexibility is required. Performs a variety of tasks.

Requires an associate's degree in area of specialty and at least 2-4 years of relevant experience or an equivalent combination of relevant experience in this field. Relevant professional certifications in area of specialty may also be required.

Security Architect

Evaluates information security systems and applications and suggests enhancements. Instructs computer users on security policies and procedures. Monitors network activity and ensures data is protected from unauthorized users. Identifies, reports and resolves security violations. Performs systems and network analysis of intrusions. Monitors information security alerts to resolve as needed. Reviews security events that may impact overall security. Provides strategic and real time auditing of security-related activities to detect and prioritize threat responses. Performs risk analysis and vulnerability testing. Maintains, configures and troubleshoots cyber security systems. Coordinates cyber security audits and communicates results. Pursues necessary changes of critical tasks identified from audits. Develops, documents and communicates cyber security policies and procedures. Installs security systems upgrades and patches. Performs security system backups and recovery. Monitors security system configuration and maintains data files. Recommends upgrades, new applications, and equipment. Provides technical support and guidance to users. Relies on knowledge and professional discretion to achieve goals. Performs a variety of tasks.

Requires a bachelor's degree in area of specialty and at least 4-6 years of relevant experience or an equivalent combination of relevant experience in this field. Relevant professional certifications in area of specialty may also be required.

Information Security Architect

Acts as the authority for enterprise security standards and policies. Develops information security standards and has responsibility for the security and functionality of information systems and the goals, team, policies and procedures within the enterprise. Manages direct reports to accomplish security initiatives. Monitors network activity for threats and ensures data is protected from unauthorized users. Conducts detailed security event analysis. Reviews security event activities to identify trends for potential efficiency and potential gaps with services. Develops and implements audit procedures and recommends system or process improvements based on findings. Submits reports on corrections identified and controls in need of improvement. Provides general tracking of issue remediation. Identifies and analyzes risks to information assets and IT systems. Defines risk management plans. Manages the information security risk assessment process. Performs risk assessments of existing or new services and technologies to identify and mitigate inherent risks. Installs security systems upgrades and patches. Performs security systems backups and recovery. Monitors security system configuration and maintains data files. Recommends upgrades, new applications, and equipment. Provides technical support and guidance to users. Relies on extensive knowledge and professional discretion to achieve goals. Significant ingenuity and flexibility is expected. Performs a variety of tasks. Possesses strong leadership, communication, and documentation skills. Manages others. May offer consultation to senior leadership and is considered to be the top-level expert in this field.

Requires a bachelor's degree in area of specialty and at least 8-10 years of relevant experience or an equivalent combination of relevant experience in this field. Relevant professional certifications in area of specialty may also be required.

System Administrator

Maintains and operates computer and data storage systems, networks, and related operating systems and relevant applications. Installs, supports and manages servers and resolves issues as needed. Develops and implements storage systems and procedures. Resolves issues related to storage systems. Generates usage reports for submission to leadership. Maintains efficient and reliable backup and recovery procedures. Experienced with operating systems and Storage Area Networks (SAN) and backup solutions. Installs upgrades and patches. Performs system backups and recovery. Monitors system configuration and maintains data files. Recommends upgrades, new applications, and equipment. Provides technical support and guidance to users. Relies on knowledge and professional discretion to achieve goals. Performs a variety of tasks.

Requires a bachelor's degree in area of specialty and at least 4-6 years of relevant experience or an equivalent combination of relevant experience in this field. Relevant professional certifications in area of specialty may also be required.

Sr. Systems Administrator

Maintains and operates computer systems, networks, and related operating systems and relevant applications. Installs, supports and manages servers and resolves issues as needed. Develops and implements storage systems and procedures. Resolves issues related to storage systems. Generates usage reports for submission to leadership. Maintains efficient and reliable backup and recovery procedures. Experienced with operating systems and Storage Area Networks (SAN) and backup solutions. Installs upgrades and patches. Performs system backups and recovery. Monitors system configuration and maintains data files. Recommends upgrades, new applications, and equipment. Provides technical support and guidance to users. Relies on extensive knowledge and professional discretion to achieve goals. Significant ingenuity and flexibility is expected. Performs a variety of tasks. Possesses strong leadership, communication, and documentation skills. Manages others. May offer consultation to senior leadership and is considered to be the top-level expert in this field.

Requires a bachelor's degree in area of specialty and at least 8-10 years of relevant experience or an equivalent combination of relevant experience in this field. Relevant professional certifications in area of specialty may also be required.

Technical Support Intern

Assists end users in resolving hardware and software issues by fielding telephone calls and email communication, diagnosing problems and performing troubleshooting activities. Documents, tracks and monitors the problem to facilitate a timely resolution. Enters commands using a computer terminal and manages controls on computer and peripheral equipment. Monitors system(s) for failure or errors and responds by addressing issues or notifying a supervisor. Relies on established guidelines and instructions to perform daily job functions. Works under immediate supervision though some ingenuity and flexibility is required. Performs a variety of tasks.

Requires at least 1-2 years of relevant experience in area of specialty.

Technical Support Specialist

Monitors and controls computers and peripheral data processing equipment. Enters commands using computer terminal and manages controls on computer and peripheral equipment. Monitors system(s) for failure or errors and responds by addressing issues or notifying a supervisor Relies on limited knowledge and professional discretion to achieve goals. Works under general supervision though some ingenuity and flexibility is required.

Requires an associate's degree in area of specialty and at least 2-4 years of relevant experience or an equivalent combination of relevant experience in this field.

<u>Senior Technical Support Specialist</u>

Oversees timely delivery of quality technical support to internal and external customers. Supervises and coordinates activities of Service Desk personnel and develops policies and procedures governing how to troubleshoot IT issues, including identification, documentation, distribution and resolution. Assists end users in resolving hardware and software issues by fielding telephone calls and email communication, diagnosing problems and performing troubleshooting activities. Develops escalation and resolution procedures and ensures Service Desk personnel adhere to these procedures. Trains, coaches and mentors Service Desk personnel. Relies on extensive knowledge and professional discretion to achieve goals. Significant ingenuity and flexibility is expected.

Requires a bachelor's degree in area of specialty and at least 6-8 years of relevant experience or an equivalent combination of relevant experience in this field.

<u>Sr. Enterprise Architect</u>

Enterprise Architecture is the practice of governing and administering the structural design of an organization including both business and technology. Determines long-term needs and pursues purchases and contracts that will aid in accomplishing business objectives. Responsible for guiding the implementation of technology platforms needed to support enterprise infrastructure and initiatives. Assesses system requirements and ensures that system can be integrated with existing applications and infrastructure. Ensures optimal performance and proper functioning of the information processing system and oversees necessary upgrades. Aligns hardware, software and associated peripherals with organizational needs.

Offers support to other departments, as needed. Possesses extensive knowledge of infrastructure, application programming and web and software applications. Builds elastic computation and storage. Automates feedback loop of monitoring resources. Controls the cloud's size, speed and robustness as needed. Relies on extensive knowledge and professional discretion to achieve goals. Significant ingenuity and flexibility is expected. Performs a variety of tasks. Possesses strong leadership, communication, and documentation skills. Manages others. May offer consultation to senior leadership and is considered to be the top-level expert in this field.

Requires a bachelor's degree in area of specialty and at least 8-10 years of relevant experience or an equivalent combination of relevant experience in this field. Relevant professional certifications in area of specialty may also be required.

Smart City Coordinator

The Smart City Coordinator collaborates with IT staff, City stakeholders, partners, vendors, and members of the community to develop a Smart City strategy that ensures that the City's Smart City projects are well-coordinated; comply with City laws, policies, and standards; are designed and implemented to meet business needs and the goals of the City. The strategy will also ensure that Smart City solutions are supportable and maintainable by Wichita IT and appropriate City department staff, and are aligned with the community's interests and vision. Exercises no supervision.

The Coordinator also serves as a technical advisor and expert resource on Smart City technologies, trends, and best practices. The Coordinator helps City departments envision "the art of the possible" with regard to Smart City technologies, helps them research and evaluate potential solutions, and helps them derive insights and intelligence from the analysis of data collected by Smart City projects.

Finally, the Coordinator develops relationships and conducts outreach with the community by developing information, education, and feedback opportunities so that members of the community can learn how the City is using Smart City technology and how it is ensuring responsible management of the technology and data.

Deputy CIO

Assists the Chief Information Officer (CIO) in the strategic management and direction of all IT programs, services and policies. Responsible for driving, executing and realizing the organizations IT vision and strategy to yield optimal business results. Provides expert guidance, direction and leadership in regards to the organization's IT function and staff. Assist the CIO in evolving the organizational structure to provide a unified IT enterprise structured around technology layers and service delivery Directs personnel and implements policies to ensure the optimal utilization of IT resources. Ensures provision of timely, accurate and consistent technical infrastructure service and presentation to internal and external clients. Ensures compliance to enterprise security standards and policies. Pursues purchases and contracts that will aid in accomplishing business objectives. Works with the CIO to determine long-term needs, budgeting, strategic planning and forecasting. Responsible for developing and maintaining continuous efforts to improve operations and outcomes. In the absence of the CIO, the Deputy assumes full departmental responsibility. Directs and manages the day to day operations of all IT programs and services. Relies on extensive knowledge and professional discretion to achieve goals. Significant ingenuity and flexibility is expected. Performs a variety of tasks. Possesses strong leadership, communication, and documentation skills. Manages others.

Requires a bachelor's degree in area of specialty and at least 10-12 years of relevant experience or an equivalent combination of relevant experience in this field.

<u>CIO</u>

Oversees the operations of the information technology (IT) department. Develops and maintains IT policies and standards. Evaluates, develops and implements an IT strategy that aligns with business priorities. Responsible for driving, executing and realizing the company's IT vision and strategy to yield optimal business results. Builds strong relationships across departments. Provides expert guidance, direction and leadership in regards to the organization's IT function. Coordinates resources, establishes deadlines and assigns responsibilities. Ensures compliance and security. Pursues purchases and contracts that will aid in accomplishing business objectives. Relies on extensive knowledge and professional discretion to achieve goals. Significant ingenuity and flexibility is expected. Performs a variety of tasks. Possesses strong leadership, communication, and documentation skills. Manages others.

Requires a bachelor's degree in area of specialty and at least 10-12 years of relevant experience or an equivalent combination of relevant experience in this field.