

City of San José
CLASS SPECIFICATION

Title: Enterprise Information Technology Engineer I/II (8558/8559)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Information Technology	Varies	Non-Exempt

CLASS SUMMARY

Under general supervision (Enterprise Information Technology Engineer I) or direction (Enterprise Information Technology Engineer II) within the Information Technology Department provides professional, highly technical project management, and support for enterprise networks, applications, security, servers (on premise and cloud), endpoints, and customers on a Citywide basis. Manages enterprise system performance, including required hardware, software, security, and business recovery/resumption and resolves procedural and operational needs on a Citywide basis. Troubleshoots and resolves routine to complex enterprise network, system, software, and communication problems. Installs and configures enterprise solutions, including required hardware, software, security, and business recovery/resumption. Enterprise Information Technology Engineer I/II are assigned multiple departments for technical and project coordination/ support. Serves as a resource to technical staff and may supervise Network Technicians. Performs related work as required.

The Enterprise Information Technology series performs critical technological work that has a Citywide impact and serves as a foundation for all City departments. Tasks and projects are performed at the highest complexity, risk, knowledge, and breadth of expertise affecting core operations and programs Citywide; including life/safety systems, staff coordination, communication, and implementation across multiple departments.

DISTINGUISHING CHARACTERISTICS

Enterprise Information Technology Engineer I/II is the flexibly staffed entry/journey class in the Enterprise Network support series, described as follows:

Enterprise Information Technology Engineer I - This is the entry-level class in the Enterprise Information Technology Engineer classification responsible for providing professional, highly technical project management, and support to the City's networks, systems, and users. Positions at this level are not expected to function with the same amount of current knowledge as positions allocated to the Enterprise Information Technology Engineer II level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise. As experience is gained, assignments become more varied and are performed with greater independence.

Enterprise Information Technology Engineer II - This is the journey-level class in the Enterprise Information Technology Engineer classification responsible for performing the full range of professional, highly technical project management, and support duties for the City's networks, systems, and users. Incumbents are expected to work independently and exercise judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit.

Enterprise Information Technology Engineer I/II differs from Network Technician I/II/III in that incumbents of the latter class perform technical support work requiring a lesser level of skill, responsibility, and expertise, and may be supervised by incumbents of this class series. Network Engineer differs from Enterprise Information Technology Engineer I/II in that the latter requires a higher level of skill, responsibility, and expertise needed to analyze technology risks across the whole

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organization, oversee the City's large cross-departmental technical operations and projects, support Enterprise Architecture and lifecycle planning activities, and perform enterprise-level technical duties that have a Citywide impact.

QUALIFICATIONS

(These qualifications are typically required. An equivalent combination of education and experience sufficient to satisfactorily perform the duties of the job may be substituted.)

Minimum Qualifications

Education and Experience

Enterprise Information Technology Engineer I

A Bachelor's Degree from an accredited college or university in Computer Science, Computer Engineering, MIS, Business and Public Administration, or a closely related field AND three (3) years of increasingly progressive experience equivalent to performing technical work of complex difficulty to provide desktop, data security, application and system administration, and server or network administration or software applications to support end users, electronic business systems/solutions, and software applications for high availability and uptime.

Enterprise Information Technology Engineer II

A Bachelor's Degree from an accredited college or university in Computer Science, Computer Engineering, MIS, Business and Public Administration, or a closely related field AND four (4) years of increasingly progressive experience equivalent to performing technical work of complex difficulty to provide desktop, data security, applications and system administration, and server or network administration or software applications to support end users, electronic business systems/solutions, and software applications for high availability and uptime.

Acceptable Substitution

Two (2) years of related experience may be substituted for up to two (2) years of the education requirement.

Required Licensing (such as driver's license, certifications, etc.)

- Possession of a valid State of California driver's license.
- **Enterprise Information Technology Engineer I-** Possess an industry certification that demonstrates expertise in the relevant information technology field, such as a Microsoft Certified Systems Administrator (MCSA) certificate for Windows Server Enterprise, Cisco Certified Network Professional (CCNP), Network Associate (CCNA) certification, Brocade Professional IP Administrator (BPIPA) certification, OR an equivalent professional, industry recognized certification acceptable to the City.
- **Enterprise Information Technology Engineer II-** Possess and maintain a current (non-expired) industry certification that demonstrates expertise in the relevant information technology field, such as a Microsoft Certified Systems Administrator (MCSA) certificate for Windows Server Enterprise, Cisco Certified Network Professional (CCNP), Network Associate (CCNA) certification, Brocade Professional IP Administrator (BPIPA) certification, OR an equivalent professional, industry recognized certification acceptable to the City.

Other Qualifications

(Incumbents may be required to have different combinations of the listed qualifications, or more specific job-related qualifications depending on the position.)

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Basic Competencies

(Needed at entry into the job in order to perform the essential duties.)

- Job Expertise - Demonstrates knowledge of and experience with applicable professional/technical principles and practices including Microsoft Office, Project, and industry applications, Citywide and departmental procedures/policies and federal and state rules and regulations.
- Communication Skills - Effectively conveys information and expresses thoughts and facts clearly, orally and in writing; demonstrates effective use of listening skills and displays openness to other people's ideas and thoughts.
- Computer Skills - Experienced with common business computer applications including but not limited to: MS Outlook, MS Word, MS PowerPoint, MS Access, and MS Excel.
- Teamwork & Interpersonal Skills - Develops effective relationships with co-workers and supervisors by helping others accomplish tasks and using collaboration and conflict resolution skills.
- Analytical Thinking – Approaching a problem or situation by using a logical, systematic, sequential approach.
- Collaboration - Develops networks and builds alliances; engages in cross-functional activities.
- Continuous Improvement – Actively identifies new areas for learning and regularly creates and takes advantage of learning opportunities.
- Initiative - Exhibits resourceful behaviors toward meeting job objectives; anticipates problems, is proactive, and avoids difficulties by planning ahead; displays willingness to assume extra responsibility and challenges; pursues continuing education opportunities that promotes job performance.
- Problem Solving – Approaches a situation or problem by defining the problem or issue; determines the significance of problem; collects information; uses logic and intuition to arrive at decisions or solutions to problems that achieve the desired outcome.
- Project Management – Ensures support for projects and implements agency goals and strategic objectives.
- Reliability - Completes quality work assignments in a timely and efficient manner; fulfills responsibilities and maintains confidentiality as appropriate.
- Supervision - Sets effective long and short-term goals based on a good understanding of management practices; establishes realistic priorities within available resources; provides motivational support; empowers others; assigns decision-making and work functions to others in an appropriate manner to maximize organizational and individual effectiveness.
- Technology Use/Management - Uses efficient and cost-effective approaches to integrate technology into the workplace and improve program effectiveness.

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DUTY NO.	TYPICAL CLASS ESSENTIAL DUTIES: (These duties and estimated frequency are a representative sample; position assignments may vary depending on the business needs of the department.) Duties may include, but are not limited to, the following:	FREQUENCY*
1.	Manages system performance for enterprise applications availability, speed, capacity, storage and security. Changes the performance of applications and systems to prevent operational issues by taking actions such as applying security patches, administering configurations, and ensuring security best practices are followed. Ensures disaster recovery and business resumption.	Daily/Several Times
2.	Serves as a resource to technical staff in the performance of their duties. As assigned, supervises subordinates and other staff to include: prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; and making hiring, termination, and disciplinary recommendations. Evaluates training needs and workload balance for staff and prepares plan for implementation.	Daily/Several Times
3.	Troubleshoots intermediate and advanced technical issues with enterprise technology infrastructure and business systems including, but not limited to, hardware and/or software configuration, and control systems; performs corrective actions as necessary.	Daily/Several Times
4.	Manages enterprise network traffic; supports implemented network security and business resumption; prepares reports with recommendations.	Daily/Several Times
5.	Upgrades firmware and operating systems; configures software, routers, switches, and firewalls; resolves obstructions to optimal system performance for enterprise solutions.	Daily/Several Times
6.	Develops and documents network architecture and design diagrams. Advises stakeholders on meeting architecture review and cybersecurity requirements.	Daily/Weekly
7.	Coordinates resolution of problems for enterprise applications and systems.	Daily
8.	Manages enterprise business systems and infrastructure which includes administration of hardware, software configuration, firmware upgrades, network configurations, storage configurations, security patch installation, antivirus, etc.	Daily
9.	Provides project management support for enterprise Information Technology initiatives; including planning, selecting, installing, implementing enhancing, and maintaining enterprise electronic business systems/solutions and/or communication networks that affect City departments.	Daily
10.	Provides system and equipment design specifications to meet Citywide business requirements while maximizing cost effectiveness.	Daily
11.	Implements preventive maintenance and business resumption routines to maximize reliability and performance of Citywide applications and systems. Identifies and addresses critical server issues.	Daily
12.	Manages and supports enterprise identity infrastructure service including single sign-on, multifactor authentications, and federated services.	Daily
13.	Manages and supports enterprise cloud service (Office 365) and tools.	Daily
14.	Prepares and maintains operational procedure manuals for enterprise business systems.	Weekly

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15.	Provides technical support for the converged network (voice over Internet protocol) and works with multiple stakeholders to resolve network or communication issues.	Weekly
16.	Develops and recommends design plan for enterprise networks, including research and development of capacity plans (number of users, applications needed, logistics, switch connectivity, routers, licensing, application configuration, etc.)	Weekly
17.	Manages and maintains enterprise Windows Active Directory infrastructure including domain controllers, active directory configuration, federation, user accounts, computer accounts, security groups, and Group Policies.	Weekly
18.	Manages and/or supports deployments on Citywide cloud hosting and infrastructure services.	Weekly
19.	Manages and supports hardware, software, and system configurations for local, enterprise, and cloud infrastructure.	Weekly
20.	Ensures optimal network performance for business systems. Configures enterprise routers, switches and firewalls as required.	Intermittent
21.	Racks/stacks servers, storage device, network equipment, and others and connects them to the enterprise network as required/assigned.	Intermittent
22.	Manages data centers, MDFs, and IDF, structured cabling system as required/assigned.	Intermittent
23.	Evaluates and specifies desk side to server hardware.	Intermittent
24.	Installs and configures printer servers and print queues and makes them accessible to enterprise network.	Intermittent
25.	Performs other related duties as required.	As Required

*Frequency defined as Daily/Several Times, Daily, Weekly, Intermittent, or As Required

PHYSICAL/ENVIRONMENTAL ELEMENTS

The following is a general statement for the classification. Individual positions may have additional or different physical/environmental elements.

In an office environment, possess ability to:

- Operate, access, enter, and retrieve data using standard office equipment, including but not limited to a computer or tablet;
- Read printed materials and a computer screen;
- Communicate in person and over the telephone;
- Lift, carry, push, and pull materials and objects up to 60 pounds, or heavier weights, in all cases with the use of proper equipment;
- Move between/within work areas, including but not limited to sitting, walking, and standing on various surfaces, turning, bending, grasping, and making repetitive hand movements;
- Be exposed to moderate noise levels and controlled temperature conditions;
- Maintain professional demeanor during interactions with staff, customers, and the public.

CLASSIFICATION HISTORY Created 08/17; s000