

City of San José
CLASS SPECIFICATION

Title: Enterprise Principal Technology Analyst (8561)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Information Technology	Varies	Exempt

CLASS SUMMARY

Under general direction, assumes primary responsibility for project management planning, selecting, installing, implementing enhancing, and maintaining enterprise electronic business systems/solutions and/or communication networks that affect Citywide operations. Supervises team(s) for major programs and projects. Manages enterprise program budgets, directs allocation of funds, negotiates contracts, and tracks expenditures. Coordinates across the organization to ensure enterprise systems and needs are addressed in Citywide IT operations and projects. Contributes to and ensures alignment with the City's Information Technology Enterprise Architecture for all assigned solutions. 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

The Enterprise Principal Technology Analyst is the second level in the in the Enterprise Information Technology professional/management series. Incumbents regularly work on tasks that are varied and complex, requiring considerable discretion and independent judgment. Positions in this classification rely on experience and judgment to ensure the efficient and effective functioning of the assigned technology program area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

Enterprise Principal Technology Analyst differs from the Enterprise Supervising Technology Analyst in that the latter class provides professional support to Citywide programs and systems, but does not have programmatic supervisory responsibilities. Enterprise Principal Technology Analyst differs from Division Manager, Department Information Technology Manager, and Enterprise Technology Manager in that the latter classifications manage distinct operational service functions or program areas whose goals, objectives, and policies have a considerable impact on organizational priorities.

Supervising Applications Analyst differs from Enterprise Principal Technology Analyst in that the latter requires a higher level of skill, responsibility, and expertise needed to plan, implement, and maintain City systems and/or networks; oversee the City's larger technical operations and projects; and perform enterprise-level professional 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

A Bachelor's Degree from an accredited college or university in a relevant field AND five (5) years of increasingly responsible professional/ level experience in computer applications, systems, networks, or telecommunications work, of which at least two (2) years include responsibility in the development,

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implementation, and maintenance of electronic business systems/solutions, or application development and/or support.

Acceptable Substitution

Additional years of increasingly responsible directly related work experience may be substituted for education on a year-for-year basis up to two (2) years. Completion of a Master's Degree in a relevant field from an accredited college or university may be substituted for one year of the required two (2) years of experience in the development, implementation, and maintenance of electronic business systems/solutions, or application development and/or support.

Other Qualifications

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

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 Enterprise Architecture, technical project management, application lifecycle management, and applicable industry applications/systems platform tools. Breadth of expertise to enable managing multiple technology services and critical programs and products across multiple departmental technology environments and ensuring cross coordination between departments, including adherence with 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.
- Coaching - Provides guidance, opportunities and motivation to develop and strengthen knowledge, skills, and competencies to improve employee's capabilities.
- Decision Making - Identifies and understands issues, problems, and opportunities; uses effective approaches for choosing a course of action or developing appropriate solutions.
- Fiscal Management – Understands the relationship of the budget and resources to the strategic plan; complies with administrative controls over funds, contracts, and procurements.
- 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.

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- Leadership - Leads by example; demonstrates high ethical standards; remains visible and approachable and interacts with others on a regular basis; promotes a cooperative work environment, allowing others to learn from mistakes; provides motivational supports and direction.
- Planning – Acts to align own unit's goals with the strategic direction of the organization; Defines tasks and milestones to achieve objectives, while ensuring the optimal use of resources to meet those objectives.
- 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.
- 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.

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 enterprise technology services and/or functional work groups and/or projects across multiple departments. Coordinates staff to include: selection of staff; establishes goals, guidelines, and timelines; prioritizes and assigns work; ensures staff are trained; and completes performance evaluations. Applies and enforces technology best practices and security compliances.	Daily/Several Times
2.	Plans, implements, develops, and evaluates enterprise computer/data/communications/network systems; coordinates contact with user departments regarding performance and functional issues; ensures the effective and efficient operation of a major City system or program.	Daily
3.	Provides technical leadership and systems implementation to maximize City's technology investments. Executes technical and business analysis to assess requirements and risks across multiple departments.	Daily
4.	Manages relationships with stakeholders to ensure support and services are provided as needed. Ensures effective handling of change control processes across multiple departments, including reviewing implementation of technical changes, planning for issues, and communicating to stakeholders.	Daily

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5.	Researches and recommends system or program policy; ensures enterprise compliance with federal and state laws, rules and regulations and local codes and standards; understands and incorporates the needs of multiple City departments in system and policy designs.	Daily
6.	Designs and develops control and performance reporting metrics that ensure accurate data availability for management personnel.	Daily
7.	Performs all phases of the project management and application life cycle management for enterprise Information Technology solutions and services; oversees planning, selecting, installing, testing, implementing, enhancing, and maintaining major computer systems and/or communication networks that affect Citywide operations.	Daily
8.	Develops procedures to enforce technology best practices throughout the organization. Contributes to and ensures alignment with the City's Information Technology Enterprise Architecture for all assigned solutions.	Daily
9.	Identifies issues and evaluate trends and performs remediation that help to develop enterprise IT strategies for business continuance during the disaster situation.	Daily
10.	Manages assigned department or division budgets and organizational programs to include: preparing budget proposals, authorizing expenditures, directing allocation of funds, negotiating contracts, tracking expenditures, and ensuring adherence to accounts payable processes.	Daily
11.	Identifies duplicative services within the department or cross-departmental for opportunities to consolidate resources and create efficiencies by coordinating rationalization of products and services. Reviews utilization of citywide hardware and software across departments and analyzes opportunities to maximize value and reduce inefficiencies citywide; including but not limited to license reuse, compliance, volume purchasing, and avoiding costs of conflicting technology purchases.	Daily
12.	Develops effective presentations that articulate results in a clear, understandable format.	Weekly
13.	Audits/enforces system configuration best practices to ensure that systems meet security requirements. Coordinates verification and documentation of application, system, network, and physical security with the IT Cybersecurity Division; monitors the security of assigned major computer systems and/or communication networks; manages security incidents for assigned computer systems and/or communication networks with the IT Cybersecurity Division.	Weekly
14.	Develops system performance measure metrics and reports.	Weekly

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15.	Develops technical recommendations for major Citywide systems or programs, including the ability to make the business case for recommendations in terms of expected efficiencies, and potential for revenue generation.	Weekly
16.	Analyzes end user needs and makes recommendations of software applications to meet those needs, ensuring the technology solution is consistent with current industry trends and best practices.	Weekly
17.	Develops and executes project plans, schedules, and status reports. Works across departments to ensure projects and services levels meet requirements; coordinates cross-departmental impacts.	Weekly
18.	Serves as advisor for departmental technology initiatives.	Weekly
19.	Serves as key participant in technology Requests for Proposal process; develops technical project specifications; participates in the evaluation and selection of solutions; assumes contract management responsibilities.	Intermittent
20.	Researches, proposes, and implements new technology.	Intermittent
21.	Supports the design and implementation of infrastructure and services to support the enterprise disaster recovery strategy.	As Required
22.	Performs other related duties as assigned.	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