

City of San José
CLASS SPECIFICATION

Title: Enterprise Supervising Technology Analyst (8560)

DEPARTMENT	ACCOUNTABLE TO	FLSA STATUS
Information Technology	Varies	Exempt

CLASS SUMMARY

Under direction, performs professional, technical, and project management duties; including planning, selecting, implementing, and maintaining enterprise business systems/solutions and/or communications networks across City departments. Conducts business analysis with product owners and functional staff to provide recommendations for solutions, coordinates activities to meet outcomes defined, and may supervise team(s) for program and project execution. Ensures products, programs, and projects achieve high customer satisfaction, availability, and project success. 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 Supervising Technology Analyst is the first level in the Enterprise Information Technology professional/management series and is responsible for performing the full range of professional duties in the support of the City's technology systems or programs. 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 demonstrate full awareness of the operating procedures and policies required to execute assigned products, programs, and projects.

Enterprise Supervising Technology Analyst differs from Enterprise Principal Technology Analyst in that the latter directs a group of technical and/or professional staff, which may include Enterprise Supervising Technology Analysts. The Information Systems Analyst classification differs from Enterprise Supervising Technology Analyst in that the latter requires a higher level of skill, responsibility, and expertise needed to support and maintain City technology systems or programs, 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 four (4) years of progressively responsible professional/journey level experience, of which at least two (2) years of experience include lead technical work in development, 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 (1) year of the required two (2) years of experience which include lead

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

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

- Possession of a valid State of California driver's license may be required.
- Certification as a Microsoft Certified Systems Engineer (MCSE) or equivalent certification from a professional organization acceptable to the City of San Jose may be required.

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 major technology services, 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, 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.
- Flexibility - Makes effective decisions and achieves desired results in the midst of major changes in responsibilities, work processes, timeframes, performance expectations, organizational culture, or work environment.
- 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.

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- 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.	Leads enterprise functional work groups and/or projects. Prioritizes and assigns work, ensures staff are trained, and may complete performance evaluations. Applies and enforces technology best practices and security compliances across multiple city departments.	Daily/Several Times
2.	Receives, evaluates, and handles work orders and requests for services pertaining to the administration and maintenance of enterprise information systems across multiple city departments.	Daily/Several Times
3.	Conducts technical and business analysis; prepares process and data flow maps with recommended optimizations; identifies, develops, and documents functional specifications and requirements; evaluates alternative implementation techniques; acquires and/or creates appropriate enterprise solutions across multiple departments. Contributes to and ensures alignment with the City's Information Technology Enterprise Architecture for all assigned solutions.	Daily/Several Times
4.	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
5.	Assists customers with process and gap analysis and ensures customer satisfaction measures are met.	Weekly
6.	Evaluates new enterprise system software and hardware detailing factors such as cost, impact on current systems, and personnel, and proposed time frames.	Weekly
7.	Prepares detailed schematics, sample products, and records of layouts of proposed enterprise systems.	Weekly
8.	Initiates enterprise system development by outlining project scope, designing system integrations, planning change management, and preparing detailed specifications, support documentation, and linking new applications to other systems.	Weekly
9.	Trains technical staff in enterprise systems analysis and management techniques; develops educational materials supporting successful implementation and staff use.	Weekly
10.	Provides user documentation; trains end user personnel in the utilization of new systems.	Weekly
11.	Reviews and updates system documentation and operation procedures.	Weekly

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12.	Assists in the research, proposal, and implementation of new technology.	Intermittent
13.	Participates in requests for proposals, evaluates vendor responses, makes recommendations concerning purchases, negotiates with vendors, and reviews contracts.	Intermittent
14.	Proposes, plans, and implements enterprise system upgrades/replacement to meet current supported technology; coordinates change orders and budget adjustments; provides regular project status updates to assigned team and sponsors.	As Required
15.	Leads enterprise system outage incident and remediation; communicates impact to customers and stakeholders.	As Required
16.	Recommends use of contractors when necessary; assists in the development of contract specifications; serves as liaison between the City user and the contractor; monitors contractor deliverables to ensure that the product or solution provided meets technical specifications and quality requirements.	As Required
17.	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