

PRINCIPAL IT SPECIALIST

CLASS DESCRIPTION

General Responsibilities:

This is responsible supervisory, administrative, and professional work in the development or support of complex automated management information systems. Positions are assigned to supervise a team of professionals performing Applications Development or Technical Support activities. Within the “development” area, responsibilities include planning, designing, reviewing, configuring, programming, managing and supporting one of two teams, either: Database-Applications Team (databases, database applications, and reporting systems and environment); or Web Team (website, social media, outreach, and public-facing portions of systems). Responsibilities within “technical support” include planning, designing, reviewing, configuring, managing and supporting one of two teams either: HelpDesk Team (desktop hardware, desktop software and network printers); or Network Operations Team (enterprise data, voice, video and storage networks). Work is characterized by significant technical and supervisory responsibility for the development and implementation of the specified technology area. The work is performed under the general direction of the IT Applications Development Manager or the IT Technical Services Manager, and requires considerable independent judgment, discretion and expertise in the development or technical support of highly complex and diverse management information systems, and major program and project responsibilities.

Examples of Duties and Responsibilities:

Supervise a team of IT Specialists. Participate in hiring and promotion decisions and provide training, work review and evaluation, discipline, resolution of grievances and other supervisory responsibilities. Assign work, schedule staff and approve leave time.

Perform project management functions. Meet with customers to determine business need and constraints. Evaluate processes and products for technical and security considerations. Determine budget, staffing, licensing, and ongoing support requirements for projects. Develop timelines for implementation in cooperation with customer and affected parties. Coordinate with other IT teams as required for projects. Schedule and document all changes. Provide education to IT staff and customers through in-person discussions and written documentation. Ensure quality assurance and testing is performed. Monitor project budget and approve payments to vendors. Conclude project and provide long-term support.

Provide guidance and consultation to internal city staff including Department and Division heads, the Mayor, managers as well as consultation for external customers/entities. Represent Division manager, and the Department as needed.

Participate in and develop high level strategies for delivering services to both internal customers and the public. Participate in policy development.

Determine budget costs and prepare budget proposals.

Participate in vendor/contract decisions. Assist with drafting and reviewing RFPs specific to IT. Provide input on vendor selection. Negotiate contracts with vendors. Serve as contact lead with vendors.

Conduct significant and high level research on emerging technologies, software, services and products to serve both city agencies and the public. Make recommendations for future purchases.

Database-Applications Team

Determine direction of and architecture for databases, database applications, and reporting systems and environment.

Develop policies and guidelines for Databases, database applications, and reporting systems and environment. Ensure adherence to policies and guidelines. Ensure adherence to Federal, State, and local laws and guidelines

Determine methods of integration between various systems. Determine which database, application, and reporting platforms will be utilized.

Manage financial related systems and processes.

Perform related work as assigned.

Web Team

Determine direction of and architecture for website.

Develop policies and guidelines for website, social media, outreach and public-facing applications. Ensure adherence to policies and guidelines. Ensure adherence to Federal, State, and local laws and guidelines

Determine methods of integration with various social media, outreach, and public-facing applications. Determine which social media platforms will be utilized

Manage ePayment portal and ePayment processes.

Perform related work as assigned.

HelpDesk Team

Review all HelpDesk calls, prioritize and reassign as necessary. Investigate and follow up on issues when alerted by customers; ensure customer issues are resolved in a timely manner. Provide second level support for customer problems, as needed.

Serve as Administrator of Call Tracking software. Troubleshoot system issues. Create and maintain security and permissions. Determine when upgrade is needed and perform upgrades.

Plan Windows upgrade citywide, including creation of process and determining budget items, timeline, training, and staffing.

Maintain citywide workstation inventory. Submit annual budget for workstation replacements. Review hardware and make hardware recommendations. Distribute annual workstation replacement reports to enterprise agencies. Assign workstation deployments to staff.

Maintain current quotes for city desktops. Create hardware specifications. Review hardware purchases for city agencies. Liaison with vendors for hardware specifications and ordering.

Maintain network printer hardware and software. Budget for printer replacements. Conduct agency printer assessments. Purchase network printers.

Perform related work as assigned.

Network Operations Team

Configure and maintain Storage Area Networks (SAN) data storage. Monitor SAN usage and make required modifications. Review hardware and make recommendations.

Manage Microsoft Active Directory, including user accounts and groups. Troubleshoot user account issues with permissions and security. Create and maintain Active Directory file and application permission and security groups.

Administer VMWare. Maintain VMWare Host Servers and Virtual Center Infrastructure. Troubleshoot VMWare virtual servers, connectivity and storage. Perform upgrades of VMWare Infrastructure as required.

Maintain and troubleshoot Windows 2008 servers and clusters. Monitor application and file servers. Liaison with vendors for hardware specifications and ordering. Ensure security and patching guidelines are followed.

Work with City Engineering/Facilities management in the planning of IT related items in the construction and remodel of City facilities. With the assistance from the appropriate technical staff, provide guidance on specifications of IT related items, including but not limited to wiring, Polycom, Cameras, card access systems, wireless access, power requirements, closet and rack equipment. Attend planning and construction meetings and provide guidance as required. Work directly with vendors and contractors on projects managed by IT.

Perform related work as assigned.

QUALIFICATIONS

Knowledge, Skills and Abilities:*

Thorough knowledge of and ability to use computer software applicable to the duties of the position. Working knowledge of methods, principles, and practices of effective conflict resolution. Working knowledge of the full range of supervisory principles and practices, labor relations and personnel management. Knowledge of principles and practices of governmental budgeting and purchasing procedures and practices. Ability to assist in policy development. Ability to develop and implement missions, strategic goals, and objectives for the team. Ability to plan, organize and direct comprehensive information technology programs. Ability to plan, supervise, schedule, and review the work of lower-level professional, technical staff. Ability to manage the work of staff and consultants at a variety of technical skill levels. Ability to provide advice, consultation, training, mentoring and leadership to others. Ability to plan, prioritize and organize work. Ability to develop realistic estimates, establish realistic schedules and meet deadlines on a consistent basis. Ability to meet project schedules and timelines. Ability to work effectively on several projects concurrently. Ability to work well under pressure. Ability to work independently, manage multiple complex projects on an ongoing basis. Ability to facilitate projects, recommend change and communicate methods. Ability to exercise considerable judgment and discretion in completing assigned tasks. Ability to effectively lead projects and participate as a member of a project team to improve/develop departmental programs and services. Ability to develop and maintain effective working relationships and interact with customers, internal staff, other agencies, vendors, consultants, City officials and the general public in a courteous and professional manner. Ability to speak effectively and present information before groups of employees, managers, or officials. Ability to communicate technical issues and data to citizens, other governmental employees, and elected officials by written and verbal means. Ability to use computers to draft a variety of correspondence and reports, to conduct statistical analyses, and to conduct research. Ability to communicate effectively both orally and in writing. Ability to prepare and present written and oral reports and recommendations. Ability to determine customer needs and define the scope of projects. Ability to identify and troubleshoot problems. Ability to work with both users and project team members to resolve problems in a timely and effective manner, and to maintain an awareness of project deadlines and communicate project status, risks, and other issues. Ability to evaluate hardware/software and recommend purchase. Ability to maintain adequate attendance.

Database-Applications Team

Thorough knowledge of analysis, design, development, and maintenance of databases, database applications, and reporting systems and environment. Thorough knowledge professional accounting theory, principles and practices, along with working knowledge of asset management or computerized maintenance management systems. Ability to learn computer software packages and adapt for specific user application quickly and effectively. Ability to plan for system scalability, growth, and budget requirements.

Web Team

Thorough knowledge of analysis, design, development, and maintenance of websites, social media outlets, outreach and public-facing applications. Ability to learn computer software packages and adapt for specific user application quickly and effectively. Ability to plan for system scalability, growth, and budget requirements.

HelpDesk Team

Thorough knowledge of Microsoft Active Directory. Thorough knowledge of Microsoft Office products. Thorough knowledge of Windows 2007. Thorough knowledge of various Window operating systems including XP, Windows 7, Windows 8. Working knowledge of SharePoint. Working knowledge of computer networking. Working knowledge of Microsoft Windows Server, LAN and WAN systems, voice and data networks. Working knowledge of Microsoft Exchange Enterprise e-mail system. Working knowledge of telephone and/or video transmission systems and applications. Ability to oversee detailed desktop design, implementation, and maintenance work. Ability to learn computer software packages and adapt for specific user application quickly and effectively. Ability to plan for network scalability, growth, and budget requirements. Ability to perform detailed desktop design and implementation work.

Network Operations Team

Thorough knowledge of Microsoft Active Directory and networking. Thorough knowledge of HP and Nimble SAN storage hardware and software. Thorough knowledge of Dell Poweredge server and Powervault direct attached storage. Thorough knowledge of various Window operating systems including 2003, 2008, 2012 with focus on maintaining and troubleshooting Windows Server 2008 and 2012 Clustering. Thorough knowledge of VMWare ESXi 5.5 and Vsphere/Virtual Center Management. Thorough knowledge of Microsoft Windows Server, LAN and WAN systems, voice and data networks. Working knowledge of Management of Microsoft Exchange Enterprise e-mail system. Working knowledge of VMWare Virtual Desktop management and operations. Working knowledge of Desktop computer configuration, management, and support practices. Working knowledge of network wiring systems best practices and management. Working knowledge of analysis, design, development, and maintenance of network hardware including routers, bridges, hubs, switches, and related hardware and software. Working knowledge of telephone and/or video transmission systems and applications. Working knowledge of Citrix NetScaler Load Balancer. Working knowledge of Data Center Operations including security, cooling and power systems. Ability to oversee detailed network design, implementation, and maintenance work. Ability to learn computer software packages and adapt for specific user application quickly and effectively. Ability to plan for network scalability, growth, and budget requirements. Ability to perform detailed network design and implementation work.

*Specific knowledge, skills, and abilities may be added for particular expertise as required on a position basis.

Training and Experience:

Generally, positions in this classification will require:

Two years of advanced-level professional experience comparable to that gained as a IT Specialist 4 with the City of Madison in the appropriate specialty area, including at least two years in a technical or project leadership capacity. Such experience would normally be gained following completion of a four year degree from an accredited college or university in computer science or a related field, or completion of an Associate's Degree in computer science or a related field and two additional years of directly related experience. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

Necessary Special Qualifications:

Ability to meet the transportation requirements of the position.

Physical Requirements:

Work is primarily sedentary in nature and performed in an office environment. Employees will be expected to use standard office equipment such as a telephone, computer, calculator, copier, and fax machine. Employees must have the physical strength, coordination and acuity inherent to set up, install and test computers as assigned.

Department/Division	Class Title	Comp. Group	Range
Information Technology	Principal IT Specialist	18	14

Approved: _____

Brad Wirtz

Date

Human Resources Director