

Job Class Code: 1273	FLSA Status: Exempt
Pay Basis: Salary (Annual)	EEO Category: 2

GENERAL DESCRIPTION OF JOB CLASSIFICATION

The purpose of the job classification (class) is to provide highly responsible support for computer operation and quality assurance within the Department of Information Technology. This job class will conduct quality assurance compliance audits of products and processes, and review policies and procedures related to products, services, or employee performance. This job class is responsible for training employees and implementing changes in work behavior or tactics. This job class will monitor and manage projects that directly impact organizational success while capturing metrics, statistics, or data from personnel or work outcomes. This job class provides the lead quality assurance analysis, assessments, projects, and cost analysis. The job class works within broad policy and organizational guidelines; independently plans and implements projects; reports progress of major activities through periodic conferences and meetings.

TYPICAL TASKS

- Supervises others including interviewing and selecting or recommending selection; training, assigning and evaluating work, counseling, disciplining, and terminating or recommending termination of staff.
- Coordinates the activities of a minimum of two project teams, assigns and monitors duties, and schedules work and educational assignments to ensure adherence to established project deadlines.
- Develops capabilities of junior staff in the areas of research, technical problem solving, and design of complex systems, and performs formal and informal training as needed.
- Will be responsible for monitoring and reporting all performance metrics and providing alerts to management if performance standards are not met.
- Coordinates with the appropriate staff to conduct testing, including acceptance testing; coordinate all continuous process improvement initiatives.
- Responsible for all aspects of quality services project delivery, such as development of testing strategy, project test estimation, resource fulfillment, task management, scheduling, risk management, forecasting test case design and execution, defect tracking, and test progress metrics.
- Responsible for managing relationships with peers and customers in various business areas.
- Manages direct and indirect resources effectively to achieve project goals.
- May coordinate Help Desk staffing to ensure production schedules can be completed and customer service can be provided based on user's requests or needs, application upgrades/implementation, system availability, and departmental support as needed.
- Manages facility operations and maintenance for DIT building including installed equipment, UPS, generator, systems, and fixtures to ensure Information Technology building is able to provide computer systems and services to users. Establishes equipment testing/exercise procedures where necessary (Generator/UPS)
- Prepares, reviews, and revises budget for Computer Operations and Help Desk.
- Performs administrative functions such as recording information and staff evaluations, controlling expenditures, and maintaining records.
- Prepares budgetary billing reports for City-wide departments related to services received from Operations and Help Desk business units.
- Assists applications developers with testing new programs, completing scheduler application forms and operator documentation, and training on new or revised programs.

- Responsible for building security and activating/deactivating security badges for access to DIT, review of badge access report for audit compliance.
- Liaison between DIT and City-wide departments regarding any impacts to user departments due to Change Management Incidents, seeking new processes to improve performance and efficiency.
- Monitoring and reporting all performance metrics, and providing alerts to management if performance standards are not met.
- Performs other related duties as assigned.

GENERAL STANDARDS

Data Involvement	Coordinates or determines time, place or sequence of operations or activities based on analysis of data or information and may implement and report on operations and activities.
Interpersonal/People Involvement	Persuades or influences others in favor of a service, point of view, or course of action; may enforce rules or regulations. Directs and supervises work of others on projects and assignments as needed.
Reasoning Requirements	Performs work involving the application of principles of logical thinking and scientific, legal, administrative, professional, or other practices to diagnose or define problems, collect data and solve abstract problems with widespread unit or organizational impact.
Mathematical Requirements	Uses mathematics involving the practical application of fractions, percentages, ratios and proportions, algebraic solutions of equations and inequalities, descriptive and inferential statistics, and mathematical classifications or schemes.
Language Requirements	Reads scientific and technical journals, abstracts, financial reports, or legal documents; speaks before professional and civic groups, participating in panel discussions and speaking extemporaneously on a variety of subjects; writes complex articles and reports; develops presentations for sophisticated audiences.
Mental Requirements	Performs advanced professional level work in the analysis or interpretation of methods of a scientific, engineering, or legal nature and formulates recommendations on the basis of such analysis; applies creativity and resourcefulness in the analysis and solution of complex problems; requires sustained, intense concentration for accurate results or continuous exposure to unusual pressure.
Decisions/Supervisory Control	Makes decisions as a major part of the job, affecting a major segment of the organization and the general public; develops policies and practices.

EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

Vocational/Educational Requirement	Requires any combination of education and experience equivalent to a bachelor's degree in computer science, information systems, engineering, or a closely related field.
Experience	In addition to satisfying the vocational/education standards, this class requires a minimum of six years of related, full-time equivalent experience.
Special Certifications and Licenses	Requires a valid driver's license and a driving record in compliance with the City's Driving Standards.
Special Requirements	Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties.

ADA REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

This is a class specification and not an individualized position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.