

14. Develops documentation, checklists and processes to provide communication with support staff. Provides training to users on new applications.
15. Develop project schedules, prioritize tasks, meets project schedule requirements.
16. Provides on call support during non-business hours

SECONDARY FUNCTIONS:

17. Maintains a high level of current knowledge regarding systems, technology, and communications.
18. Assists the IT Managers with special tasks related to the City websites.
19. Perform other duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES:

Knowledge of:

Web user interface design, Web technology, protocols and practices, Software design methods, Web programming languages such as Cold Fusion, Java, dot Net or other core web development platforms. Database enabled web applications. Has full technical knowledge of all phases of application systems analysis and programming. Report writing software such as Crystal Reports. Incorporating video technologies into the various websites.

Skill in:

Analyzing and resolving technology issues.
Designing visually engaging web pages.
Managing technology related projects.
Creating design documents and user guides that accurately reflect business needs.

Ability to:

Ability to work effectively with users, technical personnel and consultants to achieve stated objectives.
Develop and instruct training programs in automated systems, microcomputers, software applications and usage.
Conduct research, prepare reports and recommendations .Establish and maintain effective working relationships with City staff. Communicate effectively verbally and in writing.
Continually learn and demonstrate new skills via hands on training, classroom training and self-study.

WORKING CONDITIONS:

Office setting. The risks of exposure to electrical hazards can be substantially controlled by following safe handling practices when installing and upgrading equipment.

MINIMUM QUALIFICATIONS:

Bachelor Degree in Information Systems or Computer Science or a related field and two years experience in computer programming and systems analysis and design, including experience in HTML, web development and database integration. Any equivalent combination of training and experience, which provides the required knowledge, skills, and ability, may qualify.

SPECIAL REQUIREMENTS:

1. Valid Arizona drivers license
2. Ability to work overtime, shifts, weekends and holidays as required.