**Class Summary**

The IT Production Engineer administers any assigned production technology domain to ensure operating efficiency, stability, and integrity of data, information, and/or systems; implements, analyzes, and validates technology based on customer requirements, available technology, standards, and cost analysis; analyzes situations involving readily identifiable problems using standard practices and procedures; optimizes a production technology domain’s access and allocates/re-allocates resources for enhanced configuration, performance, and cost; develops and maintains processes and technical documentation for production technology domain back up and security procedures, configurations, designs, test plans, mappings, management systems, and service records; and serves as a project team member.

A **Production Technology Domain** is defined as any infrastructure, network, security, database, service, platform, enterprise business application, geographic information, software, information management, cloud and virtual computing, hybrid, storage, connectivity, desktop, communication, middleware, monitoring, and/or reporting system in the production, operation, and/or administration environment.

**Distinguishing Characteristics**

This is the first level in a three-level classification series. This classification is distinguished from the IT Production Engineer - Senior classification in that the incumbent in the IT Production Engineer - Senior evaluates complex configuration, enhancement, capacity, utilization, security, inter-operability, and/or integration issues of an assigned production technology domain and serves as a subject matter expert (SME) on assigned projects.

**Examples of Duties**

1. Provide technical support and perform research for any assigned production technology domain.
2. Maintain production technology domain efficiency; ensure design components integrate.
3. Evaluate, monitor, and test performance; recommend upgrades; and prepare and deliver reports and statistics.
4. Serve as an escalation point for tier 1 help requests; perform straightforward tier 2 diagnostics.
5. Monitor security measures, performance, and resource consumption for various production technology domains.
6. Create documentation, troubleshooting guides, and standard operating procedures for an assigned technology domain.
7. Coordinate data acquisition; manage and maintain data integration with agency spatial database-related products to production quality standards.
8. Assist in the determination of software and/or hardware needs required to configure or modify.
9. Assist with the preparation and maintenance of operating procedures for technical support, troubleshooting, maintenance, and innovative administration techniques.
10. Assist with the installation, configuration, maintenance, and administration of any assigned production technology domain.
11. Maintain and utilize system management applications to identify security faults.
12. Assist in completing projects and in performing reviews in any assigned production technology domain.
13. Perform other duties as assigned.

**Knowledge/Skills**

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite

**Education and Experience Requirements**

Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**Licensing, Certification and Other Requirements**

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

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| **FLSA Designation** | Exempt (Administrative) |
| **Service Status** | Career Service |
| **EEO Code** | 2 |
| **Levels within same series** | IT Production Engineer, IT Production Engineer - Senior, IT Production Engineer - Principal |
| **Class History** | 01/2024 - Created |