**Class Summary**

The IT Production Engineer - Senior is responsible for the operational maintenance, availability, capacity, and/or connectivity of any assigned production technology domain; ensures storage, backup, and recovery environments and plans are compliant with defined standards and operational procedures; 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.

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 second level in a three-level classification series. This classification is distinguished from the IT Production Engineer – Principal classification in that the incumbent in the IT Production Engineer - Principal acts as a technical lead and owns the design, implementation, operation, and support of an assigned production technology domain.

**Examples of Duties**

*In addition to the duties for lower-level classifications within the IT Production Engineer series the IT Production Engineer - Senior will:*

1. Analyze and test the performance impact of new and emerging technologies and processes; documenting functional requirements and technical specifications of new solutions.
2. Lead the testing of service performance after change management is implemented.
3. Work with stakeholders and customers to research, evaluate, and recommend improvements to various processes.
4. Develop and maintain standards, processes, and improvements.
5. Serve as an escalation point for advanced and complex technical support, incidents, and service requests.
6. Lead, troubleshoot, and ensure production, test, and networked environments are current.
7. Design and implement new systems, enhancements, interfaces, physical and logical data models, spatial database directory structures, and/or websites.
8. Contribute to the development of governance, group charters, and agreements.
9. Maintain technical road maps and documentation incorporating emerging developments and changes.
10. Establish, monitor, and enforce security policy and standards.
11. Develop and serve as a SME for technical requirements, statements of work, contracts, proposals, studies, reports, designs, and/or documentation packages.
12. Implement and maintain technology architecture designs.
13. Recognize and identify potential areas where existing policies and procedures require change or development.
14. Automate routine tasks to scale productivity.
15. Participate in change management, architectural reviews, and risk mitigation processes.
16. 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

|  |  |
| --- | --- |
| **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 |