|  |  |  |
| --- | --- | --- |
| **CAREER FAMILY:** Information Technology  | **CAREER SERIES:** IT Production Engineer  | **CAREER LEVEL:** Intermediate |
| **CLASSIFICATION TITLE:** IT Production Engineer | **JOB CLASSIFICATION CODE:** | **FLSA:** | **EEO CODE:** | **CAREER SERVICE STATUS:** |
| **CLASSIFICATION 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.  |
| **DUTIES*** Provide technical support and perform research for any assigned production technology domain.
* Maintain production technology domain efficiency; ensure design components integrate.
* Evaluate, monitor, and test performance; recommend upgrades; and prepare and deliver reports and statistics.
* Serve as an escalation point for tier 1 help requests; perform straightforward tier 2 diagnostics.
* Monitor security measures, performance, and resource consumption for various production technology domains.
* Create documentation, troubleshooting guides, and standard operating procedures for an assigned technology domain.
* Coordinate data acquisition; manage and maintain data integration with agency spatial database related products to production quality standards.
* Assist in the determination of software and/or hardware needs required to configure or modify.
* Assist with the preparation and maintenance of operating procedures for technical support, troubleshooting, maintenance, and innovative administration techniques.
* Assist with the installation, configuration, maintenance, and administration of any assigned production technology domain.
* Maintain and utilize system management applications to identify security faults.
* Assist in completing projects and in performing reviews in any assigned production technology domain.
* Perform other duties as assigned.
 |
| **REQUIRED EDUCATION:**Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position |
| **REQUIRED LICENSES/CERTIFICATIONS:** Some licenses, certifications, and other requirements determined to be necessary to meet the business needs of the employing unit may be required |
| **CLASSIFICATION HISTORY:**MM/YYYY - Created |