



Job Title	IT Solutions Engineer, Senior	FLSA Status	Exempt
Band	PRO	Probationary Period	12 Months
Zone	11	Job Code	12726

Class Specification – IT Solutions Engineer, Senior

Summary Statement:

The purpose of this position is to ensure IT solutions meet the business requirements and needs of the City of Colorado Springs. The Solution Engineer will ensure delivered solutions are secure, align with business goals and needs, and support a common operating environment and user interaction model; use supported City technology platforms; and deliver quality and scale. Solutions include but are not limited to: networking, systems and application, general hardware and infrastructure, security, backup, recovery and archiving, and data storage. The Solution Engineer will work closely with the IT Business Relationship Manager (BRM) to ensure a clear requirement is documented and understood to create a valid and business accepted solution. This position requires solution engineering and design development, analysis, technology research, deployment, and business communication skills. The Solution Engineer will aim to ensure IT and our customers receive the optimized business value from IT investments.

DISTINGUISHING CHARACTERISTICS:

This is the advanced journey level class in the IT Solutions Engineer series. Positions at this level possess a specialized, technical, or functional expertise within the area of assignment and may exercise lead supervision over assigned lower level staff. Employees are typically assigned significant responsibilities above the journey level and often exercise independent judgment in the performance of all duties. This class is distinguished in that it performs the most complex work assigned to series and serves in a working supervisory capacity over lower level staff.

Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
50%	Ensure that developed hardware, software or IoT solutions meet the requirements of the Business and fit within DoIT Architecture based on industry best practices. Develop Rough order Magnitude (RoM) estimates and Solution Designs by working with cross-functional teams to define business service request requirements, solutions, and schedules. Work with the BRM, translate business requirements into fully engineered solution designs that can be implemented on current and future City Information Technology (IT). Partner with the BRM to understand business unit strategy and develop strategic and tactical solutions. Lead the engineering design of solutions,



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	ensuring functionality, availability, capacity, system and data security, integration, infrastructure, operations and maintenance, and performance. Ensure quality control methods are applied to delivered solutions.
25%	Coordinate with IT Team Supervisors when matrixed support for solution research or development is required. Formulate and execute solutions for customers across all multiple current and future service offerings. Drive an end-to-end solution development lifecycle. Enable our customers to better understand the scope of IT solutions and the business value and efficiencies.
25%	Support a service management culture across the technology organization. Investigate IT hardware, software, and services that might support one or more City business processes. Provide expert level support when needed by other teams within IT to solve complex problems or support designs implementations.

Competencies Required:	
Human Collaboration Skills: Interactions have significant impact and may involve recommendations regarding potential policy development and implementation. Position evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.	
Reading: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.	
Math: Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.	
Writing: Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.	



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Technical Skills Required:

Advanced Skills and Knowledge: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor's degree from an accredited college or university with major coursework in computer science, network engineering, information management, or a related field.

Experience: Five years of full-time professional end-to-end solution development experience across a wide range of hardware and software technologies.

Education and Experience Equivalency:

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Colorado Driver's License

Upon hire

Certifications required in accordance with standards established by departmental policy.

Supervision Exercised:

Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling of work.

Supervision Received:

Receives Limited Direction: This job title normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance



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reviewed periodically.

Fiscal Responsibility:

The job title prepares accounting, budget, employment actions, and purchasing documents; and does research to justify language used in documents for a unit or division of a department. May recommend budget allocations.

Physical Demands:

Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Rarely
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, iPhone, iPad, plotter, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: August 2016