

Duties and Responsibilities (Cont.)

- Monitors changes regarding process and/or procedure standards and assures that all personnel receive training and are kept up-to-date on those changes.
- Assesses the department’s current procedures and processes and recommends efforts designed to improve quality and timeliness with a reduction of system problems.
- Leads process and quality improvement initiatives.
- Assists with defining customer requirements by conferring with customer and analyzing functions and required or desired outputs.
- Anticipates customer needs and obtains regular customer feedback. Assures excellent communication with customers. Develops escalation procedures to resolve customer needs.
- Provides the appropriate technical review of work performed by project teams.
- Participates in defining and implementing technical direction.
- Performs related work as required.

Technical Skills

Knowledge:

- Maintains expert competence in the overall architecture of the total system.
- Maintains superior knowledge of tools used in design/analysis and programming/coding activities.
- Superior knowledge of established configuration management, software development, and project methodologies.
- Possesses superior technical competence in assigned area.
- Analysis, troubleshooting, administration experience in regard to applications, business, database, network (voice, data, video), pc, and servers (operating systems, monitoring software, system software).
- Design, configuration, installation, deployment, and implementation of applications, infrastructure, networks (voice, data, video), pc, and servers (operating systems, monitoring software, system software).
- Coding, programming, development, and support of applications, client server, database, mainframe, and WEB.
- Project/Program management
- Technology training.

Education and Experience

Accredited Bachelor’s degree and five (5) years of technology experience.
 OR
 An equivalent combination of education and technology experience.

Certificates/ Licenses/Special Requirements

Supervisory Responsibility

May act as a lead worker.

Supervision Received

Work is performed under general direction of IT Assistant Director

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

External Advertisements

IT Senior Specialist

The Kansas City Health Department works to promote, preserve, and protect the health of Kansas City residents. The department is at the forefront of the City's drive to bring health equity to all neighborhoods and is a national leader in its culture and outcomes. In the past two years alone, it has won the Robert Wood Johnson's Culture of Health Prize as well as NACCHO's Local Health Department of the Year award. Now, the Health Department is creating its first Digital Services team to lead the way in patient-centered technology and care.

The Health Department is hiring an IT Senior Specialist to perform work on large, complex projects requiring a high level of technical competency. The incumbent will participate and assist in defining and implementing technical direction of the Department. As more and more of the Health Department's core services require technology, this person's knowledge and expertise around coding, programming and design will help to ensure that Kansas City residents receive the same high-quality services in a digital age.

The IT Senior Specialist will lead technical assignments on the newly created Digital Services Team and assist with the Department's technology vision and initiatives. The new, three-person team will work collaboratively to create a vision for what best-in-the-country health technology could be. S/he will work under the general direction of the IT Supervisor and work closely with the IT Senior Technician on the Digital Services team as well as stakeholders from across the Health Department. A successful candidate is a mission-driven digital professional with multi-disciplinary experience with technology, design, user experience, research, and/or product management. S/he understands user-centered, iterative design and is skilled at bringing together cross-functional teams.

Details:

- Location: Kansas City, MO (must currently live, or be willing to relocate, within the proper limits of the City of Kansas City, MO)
- Salary Range: (ME-G) \$4945 – \$8573/month
- Deadline: Open until filled

Sample responsibilities:

- Leads large, complex projects in a competent fashion including appropriate resource allocation
- Makes significant contributions to the success of projects by applying demonstrated knowledge
- Confers with and advises other staff on technical and administrative decisions and procedures
- Maintains project plans with current status and issues list as appropriate and effectively communicates issues with appropriate personnel in a timely manner

- Researches and recommends the upgrading of existing software applications or hardware systems as needed for desired performance and operations
- Ensures efficient and economical utilization of hardware and software equipment and resources
- Assures the installation and maintenance of highly complex technical hardware and software in accordance with prescribed procedures
- Helps develop needed system documentation, specifications and program standards
- Develops testing processes that effectively and efficiently measure program or application performance
- Analyzes complex business needs presented by the users and recommends technical solutions
- Investigates replacing current systems with new systems, analyzes the adaptability of current operations and makes recommendations for replacement
- Performs highly complex programming tasks, such as designing, documenting and coding program logic
- Monitors changes regarding process and/or procedure standards and assures that all personnel receive training and are kept up-to-date on those changes
- Provides the appropriate technical review of work performed by project teams

Desired Technical Skills:

- Maintains expert competence in the overall architecture of the total Department system
- Maintains superior knowledge of tools used in design/analysis and programming/coding activities
- Superior knowledge of established configuration management, software development, and programming methodologies
- Thorough knowledge of coding, programming, development and support of applications, client servers, databases, mainframes and WEB development

Qualifications: Requires an Accredited Bachelor's degree and five (5) years of technology experience, OR, an equivalent combination of education and technology experience. We welcome and support technologists from traditionally underrepresented communities.