

## **Application and Infrastructure Analyst III**

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### **DEFINITION**

Work at this level involves the planning and coordination of application and infrastructure deliverables. Incumbents are the subject matter expert of a technology stack and have deep knowledge of interfaces to adjoining stacks/applications and components across technologies, both internal and external to the City. Incumbents contribute to technology roadmaps, integration, budget planning, operational planning, and highly complex solution delivery. Incumbents are the SME in the development and delivery of several technologies and provide SME and operational leadership for large systems designs or enhancements that involve high risk, complex initiatives which tend to result in significant organizational change, have high strategic value and visibility to the organization, and external stakeholders. Incumbents are generally more involved in operational/maintenance planning and overall service coordination activities rather than hands-on technical activities.

Incumbents work independently on strategic planning activities, consulting with clients and managing all levels of stakeholder involvement and relationships, including those with senior management and external stakeholders. Interactions are often external to the team such as submitting proposals to management; collaborating with enterprise architects contributing to roadmaps and decisions around upgrades; working with Business Analyst to develop plans and to understand client needs; consulting with senior stakeholders and users; relationship management with vendors.

Incumbents are involved in developing long range planning activities; create operational and tactical plans; monitor and manage work plans ensuring service delivery meet standards, budgets and deadlines. Incumbents are responsible for work unit deliverables; mentor less experienced team members and IT staff; assigns work to resources; monitor deliverables; and act as the highest point of escalation.

### **TYPICAL DUTIES \***

Performs comprehensive systems planning activities for the unit (operational plans, roadmaps, consulting with users, establishing operational parameters, submitting proposals to management)

Provides SME and operational/implementation support for large and highly complex solution delivery where neither problem nor solution has been defined; define risk of deployment.

Participates in the preparation and presentation of proposals and plans for the implementation of new technology providing in-depth expertise for the systems design and implementation.

Provides expert knowledge across several technologies and understanding of interrelationships and integration of technologies.

Provides detailed understanding of emerging technologies and industry trends. Maintains an ongoing awareness and understanding of new and enhanced technological developments and their applicability to the work environment. Determines merit of emerging technologies and champion's ideas/recommendations/proof of concepts put forward by IT staff.

Plans, manages and coordinates implementation and maintenance activities; responsible for prioritizing and delegating work unit activities; planning the timing of activities (when, how, priority, roadmaps, etc); monitoring progress; scheduling acquisition of hardware and other resources;

conducting final quality assurance of both internal and vendor developed products.

Consults with technical areas and clients concerning the implementation strategy for large projects; coordinate work plans with other teams to minimize the impact to business areas.

Resolves or coordinates service deficiencies and escalated service failures and/or complex problems that span across technology layers; provide subject matter expert knowledge.

Establishes operational parameters; ensures applications comply with City Standards and performance measures.

### **KNOWLEDGE, ABILITIES AND SKILLS**

Expert knowledge on designated aspects of technology including deep knowledge across several technologies and the interrelationships and integration of adjoining technologies.

Knowledge of City of Edmonton IT architectural standards, processes, and procedures; knowledge of vendor applications and their installation into the target architecture

Detailed understanding of emerging technologies, industry trends and enhanced technological developments and their applicability to the work environment.

Strong organizational skills, including the ability to plan, prioritize, schedule and execute work assignments; ability to provide guidance and direction to less experienced staff.

Excellent communication and interpersonal skills to effectively interact and maintain working relationships with all levels of the organization including senior management and external stakeholders

Excellent written and presentation skills to present plans, process improvements, solutions, estimates and roadmaps to management

In-depth expertise for large systems design, enhancements and implementation; ability to think logically and analyze highly complex problems and solution delivery

### **TRAINING AND EXPERIENCE REQUIREMENTS**

#### **Job Level**

- Degree in a related discipline and 6+ years relevant experience
- Post secondary diploma and 7+ years relevant experience

*This is a class specification and not an individualized job description. A class specification represents and defines the general character, scope of duties and responsibilities of all positions within a specific job classification. It is not intended to describe nor does it necessarily list the essential job functions for a specific position in a classification. Positions may perform some of the duties listed above but this does not necessarily qualify for placement into this classification.*

Salary Plan	<u>21M</u>	<u>21A</u>	<u>21B</u>	<u>21C</u>
Job Code				
Grade	039		039	
Originated:	2012			
Last Updated:				
Previous Updates:				