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| **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 | | | | |