

NC
VARIOUS CITY AGENCIES

CODE NO. XXXXX

IT AUTOMATION AND MONITORING ENGINEER

General Statement of Duties and Responsibilities

This class of positions encompasses professional and responsible technical and/or administrative work. Under administrative direction of an agency IT Manager, with broad latitude of independent actions or decision, serves in a critical role in the design and implementation of infrastructure monitoring or automation tools. All personnel perform related work and may supervise employees.

Examples of Typical Tasks

Analyzes, designs, implements, maintains, and supports IT automation and monitoring solutions.

Develops and maintains standards and guidelines for implementing IT automation and monitoring.

Oversees configuring of IT automation and monitoring tools at an enterprise level.

Monitors industry developments; liaises with vendors regarding new products. Ensures compliance with agency standards. Proposes updates to agency standards in line with industry advancements.

Oversees Event Management, Patch Management, Release Management development and processes.

Oversees major tool implementations and/or upgrades, including continued support, documentation and training.

Recommends hardware, software and server requirements to implement building the monitoring or automation tool's environment.

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IT AUTOMATION AND MONITORING ENGINEER (continued)

Examples of Typical Tasks (continued)

Collaborates with relevant partners to fully understand automation and monitoring requirements. Assists in defining and implementing Service Level Agreements (SLAs).

Collaborates with team leads to produce outage reports and ensure proper automated notifications are distributed when outages occur or when there is a change in the production environment.

Assists in cost analysis to determine and justify the financial need for automation and monitoring enhancements.

Assists in the development and review of technical specifications for automation and monitoring solutions.

Assists in the procurement of relevant IT systems and services, including the evaluation of vendor submissions solicited via bids, requests for information and proposals.

May supervise employees.

Qualification Requirements

1. A Baccalaureate degree from an accredited college and 4 years of satisfactory full-time experience in IT automation and engineering related to the area(s) required by the particular position; or
2. A satisfactory equivalent.

Direct Lines of Promotion

None. This class of positions is classified in the Non-Competitive Class.