

CITY OF CHATTANOOGA

Classification Specification Title: Digital Experiences Development Lead

Department: Technology Services

Pay Grade: GS.12

Supervision Received From: Director of Security

FLSA Status: Exempt

Supervisory Responsibility For:

Established: 1/3/23

**Revision Dates: 4/1/25;
11/13/23; 10/20/23**

CLASSIFICATION SUMMARY:

Responsible for the operation and maintenance of the Cities Digital Experience. This includes functionality and support of all City webpages.

SERIES LEVEL:

The Digital Experience Development Lead is a stand-alone position that reports directly to the Director of Security and is the Lead of the Digital Experience division of the Department of Technology Services.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Manages the Digital Experiences team to include:

Manages special day-to-day operations and activities which includes developing, maintaining, administering and implementing standard operating procedures, quality assurance standards, policies, goals, objectives, work plans, and workflow; ensuring procedures and equipment meet operational performance requirements and programs; determining the cost-effectiveness of repairing versus replacing vehicles and equipment.

Daily delegation of support tickets while assigning workload priority.

Tracking ongoing projects being worked on by the team.

Creating and maintaining the budget of their respective team.

Ensuring timelines and budgets are met based on expected outcomes.

Liaising between the different City divisions to ensure accurate requirements.

Assist and mentor team members during the duration of an assignment or project when necessary.

Responsible for the digital experience portfolio including all City owned and operated websites and other web software.

Serves as the subject matter expert for all website implementation.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Bachelor's Degree with a major in Information Technology, Information Systems, Business or Similar AND four (4) years experience working in an IT role of which two (2) years must be in an Digital Experiences role and two (2) years of supervisory experience; OR any combination of education, training and experience to sufficiently perform the essential functions of this position.

Excellent communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc.

LICENSING AND CERTIFICATIONS:

Valid Driver's License

Must be able to obtain and maintain CJIS certification within six (6) months of hire.

Must not have any felony convictions. Misdemeanor convictions may be waved depending on the severity of the crime and the time since conviction.

KNOWLEDGE AND SKILLS:

Experience with AWS cloud architecture; Experience with the SDLC; Experience with Digital Experience creation and management; Knowledge of Content Management Systems; Knowledge of one or more web development languages; Knowledge of customer support on various technical levels; Knowledge of standards for web design; Ability to identify and debug web related issues; Ability to manage a diverse team atmosphere; Knowledge of website security and security frameworks.

PHYSICAL DEMANDS:

Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

SPECIAL REQUIREMENTS:

Safety Sensitive: Y

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.