CITY OF CHATTANOOGA
Classification Specification Title: Senior Digital Experience Engineer

Department: Technology Services

Supervision Received From:

Supervisory Responsibility For:

Pay Grade: GS.11

FLSA Status: Exempt

Established: 2/06/15

Revision Dates: 11/02/23; 10/20/23; 1/11/23

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for designs, development and maintenance of custom-built City websites by designing, engineering/developing, testing, integrating and deploying website and digital experience solutions. Mentors first level team members.

SERIES LEVEL: This position is the second level of a two level Digital Experience Engineer series.

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.)

Develop secure websites from the ground up, staying true to City's mission, core values, and needs while lending your own creativity to the mix.

Lead collaboration with various departments and internal partners on creating and maintaining web and Digital Experience projects.

Provide feedback to the Project Management Office and partners, and recommend design and technology changes to improve website design and functionality.

Configure, modify, and maintain CMS core software and installed extensions as well as existing CMS plugins, templates and components as necessary.

Expand existing websites and CMS software to meet the changing needs of the City.

Test new and existing websites to ensure functionality, security, and stability.

Create testing plans for each project/site and document so that test workflows can be performed going forward to confirm expected performance after maintenance.

Write code, test code, debug code, and perform all other SDLC and CASE processes in an Agile Scrum environment.

Document code and solutions in written form, flowcharts, layouts, diagrams, and charts.

Foster a learning and improvement culture by mentoring and providing guidance to other members of the team.

Improve development operations by conducting systems analysis and recommending changes in policies and procedures.

Analyze provided requirements for a given task and estimate milestones and time to resolution.

Contribute in the development of policies or modifications to existing policies in relation to Websites and Digital Experiences.

Troubleshoot any errors, unexpected behavior, maintenance issues, and reported security vulnerabilities that may arise during the lifetime of a website.

Update job knowledge by studying state-of-the-art development tools, programming techniques, and computing equipment; participating in educational opportunities, reading professional publications, maintaining personal networks, and participating in related professional organizations.

Protect operations by keeping information confidential and secure.

Manage and utilize City/TS/individual resources and time effectively and securely to accomplish tasks and projects.

Provide exceptional customer service to all partners, including but not limited to, City Employees, TS staff, and Department Partners.

Submit Change Control documentation and attend meetings for major maintenance and adjustments to existing sites.

Log time estimation for tasks worked in the ticketing system.

Communicate effectively with partners, staff, Project Management Office, and leadership on a weekly basis regarding assigned tasks and expectations.

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:

High School Diploma AND eight (8) years of professional experience developing websites; OR an Associates degree with a major in Web Development, Information Technology (with IT/Web Development focus), Information Systems, Business (with Web Development focus) or similar AND four (4) years experience developing software; OR a Bachelor's Degree (Preferred) with a major in Web Development, Information Technology, Information Systems, Business (with IT/Software focus) or similar AND two (2) years experience; or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

Certified Web Professional - Web Developer
Master Certified Web Professional - Designer (CWP)
Certified Software Development Professional (CSDP)

SUPPLEMENTAL INFORMATION:

Knowledge and experience with Html 5, CSS, PHP, Wordpress, and JavaScript. HIGHLY preferred: JQuery, Drupal and Joomla experience a plus, as is experience with Google Workspace and Amazon Web Services. Knowledge of the basic principles of web development and algorithms. Understanding of web development and design standards commonly used in the industry. Ability to identify and debug web-related problems. Basic familiarity with image editing and ability to manipulate images in terms of cropping, size, minor adjustments. Understanding of the SDLC and CASE tools. Ability to communicate effectively verbally and in writing. Ability to problem solve and think logically. Ability to be a team player who is self-organized, self-disciplined, and eager to constantly improve themselves and team processes for efficiency and progress. Ability to adapt to a politically charged and changing environment.

PHYSICAL DEMANDS: Positions in this class typically require stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT: Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally, and all other sedentary criteria are met. May need to move around multiple locations throughout the City for work-related collaboration.

SPECIAL REQUIREMENTS:

Safety Sensitive: N
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.