

TVA Job Description Schedules CE, CI, CO, CP, CS, CT

Name		Employee ID No.		Effective Date	
Standard Information Technology		Level B	Job Title IT Product Engineer		Job Title Code 200030
Organization IT			Location		PD #
Supervisor			HR Consultant		Review Date
<p>Job Summary <i>A Product Engineer is accountable for end-to-end life-cycle management of products including research, design, testing, implementation, support, capacity and release planning.</i></p> <ol style="list-style-type: none"> 1. Performs research and analysis of perspective new product or service. Assists in defining product priorities, strategies and schedules in collaboration with stakeholders. 2. Engineers a product design solution (Creates an Engineering Design Package, leads design reviews, and performs impact and risk assessments). 3. Works with ITIL Service Management Team to develop a Service Design Package which details the impact on these processes; Service Level, Capacity Management and Supplier Management. 4. Develops schedule, scope, and coordination in order to execute implementation plans. (Deployment) 5. Develops capacity management plans. (Detailed processes with accountable roles identified) 6. Develops release management plans. (Provide established, agreed upon maintenance windows) 7. Develops, coordinates, and executes product support plans. (Monitoring, on-call, any vendor management, incident management, etc.) 8. Responsible for the development of standards and guidelines that promote sound engineering, operations, and maintenance practices. Meets scoped deliverables within planned budget, schedule and requisite quality. 9. Delivers creative designs and solutions that satisfy stakeholder needs and provide optimal business value. May serve as a work leader, in a non-supervisory leadership position, having job-related responsibilities to lead project assignments in a broad or specialty area. 					
<p>Supervision Received Independently performs assignments with instructions as to general results expected. Works under the direction of a team leader or department manager and receives minimal technical guidance on unusual or complex problems.</p>					
<p>Skills and Proficiencies <i>(May be job or organization specific)</i> Provides technical expertise and leadership in the evaluation, selection, implementation and support of products and services. Detailed working knowledge in one or more information technology domains such as server architectures/operating systems/monitoring, virtualization, middleware, databases, productivity suites, mobility management toolsets, and collaboration/social media products. Knowledgeable in the ITIL Service Management Life-cycle model. Proven IT technical troubleshooting and project management skills. Ability to work with a cross-functional team of IT professionals. Good oral and written communications skills. Ability to plan, develop and coordinate multiple tasks. Proficient with multiple computing platforms and Microsoft Office suite of applications.</p>					
<p>Minimum Qualifications <i>(Consistent with Classification Standard)</i></p>					
<p>Education and Experience/Certificates, Licenses, and Registration Requirements/Other Requirements A Bachelor's degree in computer science, engineering, mathematics, business administration, or related field of study; or equivalent education, training & experience. Completion of approved TVA Progression Plan or 24-48 months of comparable and relevant work experience with broad knowledge of current and emerging state of the technologies, architectures, and products and their potential application to TVA's business needs. Demonstrated competence in configuring, integrating, implementing, and supporting information systems. Must be able to qualify for and maintain a TVA sensitive security clearance, or equivalent security clearance. Must be able and willing to assume on-call rotational assignments which may include 24-hour on 7-day per week availability. Travel as required to carry out project work or perform temporary duty at other than home-based site which supports both internal and external business on the schedule and shift requirements of those businesses. ITIL certification is desirable. May be required to obtain and maintain a security clearance based on position / access requirements and essential job functions.</p>					