



CLASS SPECIFICATION FOR:

IT Systems Developer I

General Statement of Duties:

Provide basic support to end users of an assigned module or functionality of an enterprise system in departments Countywide; assists with resolving functionality issues; assists with maintaining an assigned module or functionality of an enterprise system; performs related work as required.

Distinguishing Features of Class:

An employee in this job classification works in the County's centralized IT Department and provides support and basic issue resolution to end users in departments Countywide; assists with basic module or system support such as patch installations, upgrades, enhancements and testing; assists with basic programming; and assists with basic or routine troubleshooting and issue resolution. Non-routine issues are referred to more senior Systems Developers or IT Manager for assistance or to handle as needed. Work is performed under the direction of the IT Manager.

Examples of Assigned Duties (*illustrative of the types and scope of duties and responsibilities assigned to positions in this class*):

- Works on an assigned module or functionality of an enterprise system
- Investigates and resolves application functionality and performance related issues
- Provides first level support to departments and end users
- Assists with upgrades, patches, application implementation, includes testing
- Works with Enterprise System Support and third party consultants
- Monitors systems and site for intrusions or denial of service, attacks, and reports security breaches to appropriate personnel, includes collaborating with appropriate personnel to develop and implement approved solutions;
- Creates and maintains accurate documentation, paper and electronic records including current work order system;
- Maintains a current working knowledge of database development, management and optimization as well as related hardware, software and peripherals used by the County;
- Attends all scheduled training and meetings;
- Performs other duties as assigned.

Required Knowledge, Skills and Abilities:

Requires basic knowledge of relational databases and large enterprise system design and management theory and practice; requires basic skills in enhancement and programming work which is more routine and less complex in nature; basic troubleshooting and diagnostic skills; basic working knowledge of assigned module or functionality of an enterprise system; basic working knowledge and understanding of County's operational needs and end-users' needs related to assigned module or functionality of an enterprise system; strong computer skills with good problem solving/troubleshooting skills and the demonstrated ability to synthesize data provided by end users, identify technical issues, identify and implement appropriate resolution to solve a variety of technical issues; excellent interpersonal and communication skills with the ability to communicate technical information to non-technical audiences in user friendly language; ability to express ideas clearly and concisely, orally and in writing; ability to create and maintain accurate technical documentation; excellent interpersonal and communication skills with the ability to partner effectively and establish and maintain a good working relationship with IT staff and County staff; strong computer skills with ability to proficiently use computer and typical business software and applications as well as related peripherals and wireless devices; physical condition that permits the activities necessary in and inherent to the assigned duties such as manual dexterity; personal accountability including teamwork and establishing and maintaining positive relationships with IT staff and department staff Countywide; ability to work independently and recognize when to elevate issues for guidance or resolution; excellent customer service skills; tact; and courtesy. Must be able to positively and appropriately represent the County and IT Department with end users in various department Countywide. May occasionally require ability to work a flexible schedule or work at various locations Countywide as needed.



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Minimum Education and Experience:

Education: Graduation from high school/GED including completion of some relevant coursework at the high school level;

Experience: Two (2) years of relevant work experience;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- May require a valid driver's license to provide support at various locations Countywide.