



CLASS SPECIFICATION FOR:

## IT Systems Developer II

### General Statement of Duties:

Provide basic and more complex support to end users of various modules or functionalities of an enterprise system in departments Countywide; designs and develops new codes and enhancements based on departments' and end users' operational needs; 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 routine and more complex issue resolution to end users in departments Countywide; designs and writes new code to enhance various assigned modules or functionalities of an enterprise system. Handles routine issues independently; complex issues are handled with guidance and supervision. 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):*

- Proficiently performs all the tasks, duties and responsibilities of the IT Systems Developer I level as assigned;
- Supports various modules or functionalities of an enterprise system;
- Consults with departments/users and identifies opportunities that can improve efficiency of business processes and end users' experience;
- Recommends solutions to business needs and implements approved solutions, including less complex customizations;
- Designs and writes new code from user requirements;
- Develops enhancements and tools and other modifications beyond the enterprise systems' delivered code;
- Coordinates application development, including programming, for less complex projects;
- Documents custom configuration of applications and operating procedures;
- Creates and maintains accurate documentation, paper and electronic records including current work order system;
- 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;
- Handles routine issues independently, works with other Systems Developers and IT Manager on more complex issues;
- Maintains a current in-depth 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 sound working knowledge of relational databases and large enterprise system design and management theory and practice; requires thorough knowledge of data processing, hardware platforms, and enterprise software applications; requires strong technical experience with systems networking, databases, web development, and end user support; sound working knowledge of various assigned modules or functionalities of an enterprise system; strong programming and coding skills with the demonstrated ability to develop efficient and effective code from user requirements and develop enhancements and tools and other modifications beyond the enterprise systems' delivered code; sound troubleshooting and diagnostic skills; sound 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; excellent collaboration skills; 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; basic project management skills with ability to manage a project from concept to completion; personal accountability including teamwork and establishing and maintaining positive relationships with IT staff



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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.

### Minimum Education and Experience:

Education: Two-year degree in a relevant IT field of study;

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.