



CLASS SPECIFICATION FOR:

IT Systems Developer III

General Statement of Duties:

Provides complex support for more than one enterprise system and multiple functionalities or modules within the enterprise system; serves as a liaison; coordinates more complex projects; 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 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 complex issues with minimal oversight. 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 and II levels as assigned;
- Supports more than one enterprise system and multiple functionalities or modules within the enterprise system;
- Modifies enterprise systems including encoding, testing, debugging and installing support application systems;
- Coordinates application development, including programming, for more complex projects;
- Serves as liaison with agencies/user groups;
- Serves as a liaison between users, procurement subject matter experts, auditors, technical developers;
- Gathers functional and business requirements from non-technical users and stakeholders, then translate those requirements into functional-technical specifications for developers and other associated technical personnel;
- Serves as a liaison between users, procurement subject matter experts, auditors, technical developers;
- Documents custom configuration of applications and operating procedures;
- Creates technical documentation and communicates complex technical information to non-technical audiences (oral and written) in user friendly language;
- Creates and maintains accurate documentation, paper and electronic records including current work order system;
- Maintains a current comprehensive 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 advanced working knowledge of relational databases and large enterprise system design and management theory and practice; requires advanced knowledge of data processing, hardware platforms, and enterprise software applications; requires advanced technical experience with systems networking, databases, web development, and end user support; advanced working knowledge of various assigned modules or functionalities of an enterprise system; advanced 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; extensive 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; critical thinking skills with the ability to problem solve and make sound decisions, including but not limited to under pressure; 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; sound project management skills sufficient to manage assigned project and related resources to completion; ability to multitask and effectively manage competing priorities and make sound decisions; personal accountability including teamwork and establishing and



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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.

Minimum Education and Experience:

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

Experience: Four (4) 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.