



CLASSIFICATION NO. 676

Established: 7/99

Revised Title: 10/19

FLSA: Non-Exempt

EEO: 3

TECHNOLOGY SERVICES SOFTWARE SPECIALIST 2

CLASS CHARACTERISTICS

Under direction, to design, create, and document new or existing systems; to code, test, debug and document complex program solutions, web applications, GIS applications or complex projects, or data base programs; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Technology Services Department provides computing services to County departments and other public and private agencies. The department is made up of four Technology Services Department Divisions, including Administrative Support, Enterprise Services, Application Support, and Telecommunication Services.

The Technology Services Software Specialist 2 participates as a technical team member to create or modify programs, GIS or web-based applications and databases. Incumbents work closely with user departments and Technology Services personnel to define problems, evaluate processing requirements, application design, and develop solutions. Typical assignments include programming of new system applications, program maintenance of a web-based or GIS server, and formal documentation of programming and other application-related details.

The Technology Services Software Specialist 2 differs from Technology Services Software Specialist 1 who modifies existing program solutions, GIS or web applications, and database programs. It also differs from the Technology Services Software Specialist, Senior who is a project lead, performs GIS or web server and database administration functions, and facilitates users and departments concerning computer and data information needs. The Technology Services Software Specialist 2 also differs from the Microcomputer Analyst and Microcomputer Programmer/Analyst who designs and administers microcomputer applications and databases at the department level.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Creates and maintains the operation of complex systems, GIS or web based applications, and databases; communicates and collects information from users on complex problems; analyses system operations to determine feasibility of programming and web applications; create programs and GIS or web applications or map products using the appropriate language and tools.
2. Documents system operations to determine feasibility of programming GIS and web applications; communicates with user representative(s) on complex problems and

determines possible solutions; prepares written proposals or reports on solution process; documents developed programs; writes operating procedures and updates user manuals.

3. Designs and documents formal descriptions of program solutions, GIS or web applications, and data base programs; details functional requirements, interfaces, data descriptions, recovery procedures, and intervention methods.
4. Prepares and develops logical operational sequences to be performed by programs and GIS or web applications; designs program logic to meet specifications and standards; codes instructions for computers using appropriate language and tools; uses connectivity tools to access information in databases; tests and debugs coded programs to assure operational accuracy and design and produce complex maps and associated databases.

REQUIRED KNOWLEDGE AND SKILLS

Working knowledge of: Principles and practices of computer systems administration; systems analysis, design, and testing methods; principles and practices of applications programming, web development and spatial analysis and cadastral design used in Geographic Information Systems; principles and practices of data base technology, data modeling, data base design and advanced cartography; capabilities of computer hardware and systems software in supporting application systems; applicable computer programming languages; office procedures and practices; basic math; English grammar.

Skill to: Communicate effectively, both orally and in writing; convey technical and complex information to non-technical staff; design and analyze program solutions, GIS or web applications, and data base programs; evaluate system and operational performance; establish controls and security measures; code, test, and document applications; plan and coordinate program efforts to achieve requirements and objectives; diagnose and resolve software problems; establish and maintain effective working relationships with vendors, system users, and other County personnel.

WORKING CONDITIONS

Incumbent typically works in a variety of setting and locations. Work requires the ability to bend, crawl, climb, stoop and be available at sites to provide client support in the installation, repair and maintenance of hardware and software. Incumbent must be able to lift or move personal computers, terminals and peripheral equipment which may weigh up to fifty pounds. Frequently works early and late hours to meet timelines, provide off-hour upgrade and maintenance, and respond to emergency situations.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of three (3) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None Required.

PRE-EMPLOYMENT REQUIREMENTS

Some positions must successfully pass a criminal history check which may include national or state fingerprint records check.

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.

Edited: 10/19