

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

CLASS TITLE: APPLICATIONS DEVELOPER/ANALYST I
DEPARTMENT: APPLICATIONS DEVELOPER/ANALYST II
DEPARTMENT: GENERAL SERVICES
REPORTS TO: INFORMATION SERVICES NETWORK MANAGER
CIVIL SERVICE: YES

CLASS CODE: 0092
CLASS CODE: 0093
FLSA STATUS: N
DATE: 7/07
BARGAINING UNIT: SEIU

JOB SUMMARY:

Under general supervision or direction, performs professional information technology work pertaining to the development, design, programming, testing, implementation, modification and maintenance of computer programs and applications across multiple platforms and technologies; provides professional support and administration for assigned programs and applications; troubleshoots, researches and resolves application problems; and provides professional technical support for users, including help documentation and instructions.

DISTINGUISHING CHARACTERISTICS:

Applications Developer/Analyst I:

This is the first working/entry level class in the Applications Developer/Analyst series. Positions in this class are allocated to the Information Services Division within the General Services Department. Incumbents preponderantly perform work of a professional nature, utilizing skills that require an understanding of analytical procedures and processes. Consistent with an entry-level professional class, duties are performed under general supervision, utilizing established procedures and limited use of independent judgment. Assignments typically include the more routine professional analytical duties within the work unit, including basic development and maintenance of the less complex applications and systems.

Applications Developer/Analyst II

This is the full working/journey level class in the Applications Developer/Analyst series. Positions in this class are allocated to the Information Services Division within the General Services Department. Incumbents preponderantly perform work of a professional nature, utilizing skills that require an understanding of analytical procedures and processes. Consistent with a journey level professional class, duties are performed under direction, with only occasional instruction or assistance as when new or unusual situations arise. Assignments include the full range of journey level professional analytical duties within the work unit, including development, maintenance and administration of a wide range of complex applications and systems.

SUPERVISION EXERCISED:

Incumbents in these classes do not provide direct supervision over others, but may exercise indirect (lead) supervision over subordinate paraprofessional, technical, clerical and other staff.

EXAMPLES OF DUTIES: *Duties may include but are not limited to the following:*

- Plans, designs and develops new software applications by writing programs using a variety of operating systems and modern computer languages in order to improve County business systems; designs and creates programming work plans; tests programs; analyzes, troubleshoots and resolves performance, integrity, security, access and other issues/problems.
- Customizes and modifies existing software applications; analyzes and corrects operational problems to ensure the smooth operation of specific applications systems.
- Interviews users to analyze client needs; gathers user information in order to define business requirements; creates and presents alternatives and solutions using diagrams and documentation.
- Examines manual and/or older systems to identify functionality issues; establishes integration points between software applications.
- Selects and integrates software packages into existing County applications using current technology to improve the business model; creates and demonstrates application prototypes for discussion with users; solicits and documents feedback; makes design corrections; ensures proper interfaces with other systems, including electronic interfaces where applicable.
- Programs and designs the County's Internet/Internet websites; responds to Webmaster contacts and mail; trains

departmental clients to do web postings and content updates.

- Provides applications-related training to end-users, employing a variety of software and methodologies to create instructional presentations; organizes and coordinates meetings to inform and instruct groups and/or individuals regarding custom software.
- Plans, implements and monitors software-based database security.
- Provides professional technical support for users regarding complex applications issues; resolves difficult technical problems; communicates with department managers and staff regarding issues.
- Develops recommendations for selection, acquisition, deployment and upgrading of applications and programming tools as assigned.
- Participates on complex applications development, enhancement and integration projects; may serve as project leader on less complex projects; reviews and recommends project technical criteria; develops software configurations and specifications; communicates with vendors and contractors to research products and services; performs cost/benefit analyses; participates in project budget development.
- Identifies opportunities to develop and enhance operational efficiencies and recommends new hardware, software, tools, equipment and methodologies to expedite and/or enhance existing processes.
- Communicates assigned information technology activities with other departments and divisions as needed.
- Develops and maintains software documentation and user instructions.
- Attends and participates in meetings; serves on committees and task forces; continuously communicates with supervisor regarding the status of assignments and projects.
- May perform systems and network analysis as an ancillary duty.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:

- General office equipment
- Personal computer
- Servers

MINIMUM QUALIFICATIONS REQUIRED:

Applications Developer/Analyst I

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems or a related field. An equivalent combination of education, training and experience may also be qualifying.

Applications Developer/Analyst II

Education and Experience:

A Bachelor's degree from an accredited four-year college or university with major coursework in computer science, information systems or a related field AND two years of progressively responsible information technology experience that emphasized the development, enhancement and maintenance of programs, applications and related systems. An equivalent combination of education, training and experience may also be qualifying.

Both Classes

Licenses and Certifications:

A valid California driver's license is required.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Methods and techniques of application analysis, inter-relationships, design, implementation, integration, programming,

testing and debugging.

- Database design, data access, computer operating systems and office automation products.
- A wide variety of standard programming and scripting languages.
- Data organization and access methods in computerized systems.
- Standard business software tools such as database management, word processing, spreadsheet, e-mail, Internet browser programs.
- Methods and techniques of research, statistical analysis and report development.
- Principles and practices of technology project management.
- State, federal and local ordinances, laws, rules and regulations pertaining to public sector technology management.
- Standard business arithmetic, including percentages and decimals.

Skill in:

- Creating, modifying, testing and implementing applications using programming languages, database services, middleware services, Web services and office automation services.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving technology related problems and customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates and cost/benefit analyses.
- Applying analytical thinking to solve problems or accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Mental and Physical Abilities:

- Read, analyze and interpret complex technical information including professional periodicals, journals, technical procedures and government regulations.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Analyze information quickly and accurately and develop an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical policy makers in the County.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.
- While performing the essential functions of this job, the incumbent is regularly required to walk, stand, bend and sit; use hands to operate a keyboard, grasp, handle, or feel objects; reach with hands and arms, above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push and pull objects up to 20 pounds.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.
- Duties may require some evening, weekend, holiday and/or on call work.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.