GENERAL STATEMENT OF RESPONSIBILITIES

Under general supervision, this position is responsible for the overall administration of a variety of technical functions related to personal computer (PC) applications development and programming for staff and patrons of Libraries & Information Services. Reports to the Digital Services Manager.

ESSENTIAL JOB FUNCTIONS

Responsible for all software development to include all phases of systems development lifecycle as required. Collaborates with users to identify reporting and query needs; defines appropriate application platform from which to extract the requested information; defines report and query specifications; interprets results to determine practical usefulness.

Conducts studies to identify business needs, priorities, and business process solutions; identifies areas requiring actions, new methods, redesign or re-engineering to streamline and improve operations; develops functional requirements, testing plans and scripts to address needs. Utilizes appropriate methodologies to develop business requirements to support various work processes; performs or assists in configuration of user tables and settings, transition planning, data migration, and implementation support; plans and coordinates testing and conversion from existing software and systems to new software and systems.

Responsible for providing documentation to department end users in accordance with installation standards including system, operator and user manuals; schedules and coordinates user training; provides technical support to end users. Serves as technical resource to assist with envisioning and understanding the application of technology to business; advises management on new technology solutions.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City’s Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- **Project Management** – Knowledge of planning, organizing and managing resources to bring about the successful completion of specific project goals and objectives.
- **Information Technology** – Knowledge of computer systems and business applications. Understanding of data processing principles and practices related to applications development and programming. Knowledge of multiple computer languages and software applications.
REQUIRED SKILLS

- **Critical Thinking** – Using logic and reasoning to understand, analyze, and evaluate complex situations and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches.
- **Interpersonal Relationships** – Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.
- **Judgment/Decision Making** – Evaluates the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- **Time Management** – Plans and organizes daily work routine. Estimates expected time of completion of elements of work and establishes a personal schedule accordingly. Implements work activities in accordance with priorities and estimated schedules.

REQUIRED ABILITIES

- **Analytical** – Ability to perform logical problem solving based on knowledge of MS Operating Systems, transmission control protocol/Internet protocol, networking and various software applications.
- **Communication** – Ability to effectively communicate complex and technical ideas and proposals to include preparation of reports, schedules, and documentation. Ability to listen and understand information and ideas presented verbally and in writing.

EDUCATION AND EXPERIENCE

Bachelor’s Degree in Computer Science, Information Systems or a related field with 5-7 years of related experience in computer networking or any equivalent combination of education and experience. Certification(s) for Cisco Associate (CCDA/CCNA), Comp TIA, or Microsoft Network Administrator/Engineer (MCNA or MCSE) is preferred.

ADDITIONAL REQUIREMENTS

Requires an acceptable general background check to include a local and state criminal history check, an acceptable sex offender registry check and a valid driver’s license with an acceptable driving record.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.
ENVIRONMENTAL EXPOSURES

Performance of essential functions may require exposure to adverse environmental conditions, such as dirt, dust, confined spaces, machinery, vibrations, electric currents, or traffic hazards.