IT Services Software Engineer, I/II/Senior

**JOB SUMMARY**

Under general direction from the Information Technology (IT) Services Applications Manager, employees in this role will design, develop, enhance, integrate and support business systems and other applications software for IT Services customers. Facilitate and implement the integration of new and existing IT components and technology in the most efficient and cost-effective manner. Provide project management, consulting, technical support and training to IT Services customers. Provide leadership and facilitate internal and external communication during all phases of critical projects and daily operations. Review, analyze and provide technical support to assist in streamlining end user processes. Serve as District technical representative with external agencies, vendors, consultants and the public.

**DUTIES AND RESPONSIBILITIES**

Perform program and system maintenance, development and enhancement by utilizing District and industry standard tools to maintain, support and expand the District software infrastructure.

In conjunction with management or Senior IT Services staff and users, perform system analysis and design to develop and propose business solutions that are feasible, efficient, cost-effective and consistent with District IT strategy.

Keep abreast of current trends in applications development and design concepts and technologies.

Prioritize tasks, set milestones, facilitate, coordinate and direct work of project team members. Provide management with traditional standardized project management documentation when required.

Develop or assist in the development of request for proposal and request for quotation (RFP/RFQ) documents for hardware and/or software procurements.

Provide consulting support to user staff and management as part of IT planning and strategy development process.

Study existing processes using new and existing technology, and recommend and implement new process or procedures to improve efficiency, enhance security or reduce and mitigate risks.

Provide technical support by utilizing knowledge of existing technology to solve problems and support new projects, while exploring new technologies with a focus on business opportunities.

Perform joint staff development activities, which may include attending technical seminars and conferences and the development of implementation and training plans as necessary, as well as the ongoing mentoring and development of new staff.

Address and solve technology integration issues with vendors and manufacturers.

Comply with all District rules, regulations, policies and procedures.

Must satisfy any existing and future District security clearance or background check requirements.

Perform other related duties as required or assigned by supervisor.
All levels of the IT Software Engineer series may be required to provide 24/7 support as needed.

**QUALIFICATIONS**
Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

**Education**
Usually exhibited by a person with a Bachelor’s degree from an accredited college in Computer Information Systems, Management Information Systems, Technical Writing, Computer Science or a related discipline

**Experience**

**IT Software Engineer I** is the entry-level class in the Software Engineer series. Software Engineers in this class are normally assigned to work on projects under the guidance of more experienced IT Software Engineers. Positions assigned to this class will generally perform more routine maintenance tasks of a less critical nature. This position will typically exercise less independent action and decision making.

**IT Software Engineer II** is the professional-level class in the IT Software Engineer series. The IT Software Engineer II is expected to perform duties associated with all prior position levels as necessary. Positions assigned to this classification are distinguished from the IT Software Engineer I by having demonstrated greater individual responsibility for software projects with less direct supervision. They will exhibit a proven record of accomplishment showing project management skills and/or successfully completed projects in which they lead or participated in a leadership role in their functional area. Solid project management skills are a necessity, as is an understanding of the various roles of project team members. Engineers in this class are also expected to participate in the mentoring and development of other IT Services staff in applications design and development and relevant topics. In addition, positions assigned to this class have responsibility for software and associated hardware procurements and IT planning, development and design.

**Senior IT Software Engineer** is the advanced professional class in the IT Software Engineer series. The Senior IT Software Engineer is expected to perform duties associated with all prior position levels as necessary. Positions assigned to this classification are distinguished from the lower classifications by the performance of more complex applications design and development projects and responsible tasks and by effectively utilizing their greater experience with little direct supervision. In addition, positions assigned to this class have generally assumed wider project management roles and/or specified software and associated hardware procurements for District-wide technical projects in any business unit. These positions will also assume more of a strategic and less of a tactical perspective with respect to Department planning efforts. They will exhibit a proven record of accomplishment showing project management skills and/or successfully completed projects in which they participated in a leadership role, and a thorough understanding of the various roles of project team members. They will also have demonstrated a high degree of participation in the mentoring and development of other IT Services staff. Also, in some cases, these individuals may assume a leadership role and direct the work of other IT Services staff as projects may dictate.

**Skills and Abilities**

Interpersonal and Communication
Candidate must have exceptional interpersonal skills, with a focus on rapport-building, listening and questioning skills.

Ability to: communicate clearly and concisely, both orally and in writing; work cooperatively with executive and management staff in an energetic and confident manner; communicate effectively and work cooperatively with technical and non-technical personnel at all levels of the organization; present and explain complex technical topics, problems, and alternative solutions to others; and serve as liaison for problem resolution between customers and IT Services staff.

Maintain a positive work atmosphere by acting and communicating in a manner so that you get along with customers, clients, co-workers and management.

Demonstrate a strong customer service orientation.

Have the ability to present ideas in business friendly and customer friendly language.

Technical and Analytical

Experience with the software development life cycle (SDLC)

Experience troubleshooting, testing, and auditing database driven applications using SQL query tools

Experience with office productivity tools such as spreadsheets, word processors, presentation software, project management software, and flow-charting tools.

Ability to create training documentation and conduct training presentations for the deployment of new or existing information technology systems

Possesses an interest in maintaining awareness of industry trends, development techniques, and professional development

Ability to: make judgmental and quantitative decisions concerning computing needs and resource allocations; analyze and resolve complex information systems problems involving both hardware and software issues using proven analytical and problem-solving abilities; properly interpret situations and make decisions in accordance with laws, rules, regulations and policies; perform work flow analysis and scheduling and has the ability to motivate and direct staff members.

Administration and Operations

Knowledge of: operation and care of general computing equipment; principles of organization, administration, budgeting and personnel management; and operating environment for District computing platform. Ability to: organize and administer assigned staff; and schedule staffing to meet the needs of the users.

Highly self motivated and directed, keen attention to detail and is team oriented and skilled in working within a collaborative environment.

Ability to work with a diverse staff to achieve the goals of the IT Services Department.

Interested applicants, please visit Current Openings on www.tid.org.