CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Sr. Applications Developer/Analyst** **UNION:231**
SG:7
DEPARTMENT: **Information Technology Services Department** **CS:N**
FLSA:N
EEO4CODE:PR

JOB SUMMARY:

Responsible for project management, applications systems and client server analysis, implementation, integration work, maintenance, custom development, and support for complex City applications. Provides systems expertise and support for vendor-acquired solutions and provides design, development and support for custom-developed solutions.

Work is characterized by the incumbent's leading role in project management, architecture, design, development, acquisition, implementation, administration, management, and technical support of key City software systems and servers. Primary responsibility for enterprise document management, agenda management system projects and other web-based applications and integration of these solutions with other City enterprise systems. Collaborates with application/database/network technical staff to engineer and implement solutions. Develops user documentation, training materials, and provides training classes. Provides support for other applications systems as assigned.

SUPERVISORY RELATIONSHIP:

This position reports to the Applications Manager. Works under general supervision and the guidance of City and Departmental policies, procedures, and guidelines. Handles emergencies as directed by the Network Administrator or Information Technology Services Director. May supervise lower level staff, as assigned.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Provides high quality, detailed consultation, technical support and trouble-shooting for the City's websites, enterprise document management system, agenda management system, and custom-developed solutions. Evaluates current procedures and recommends changes and improvements. Provides instruction on procedures and use of department software. Identifies and applies security measures consistent with regulatory guidelines and security policies and procedures.

2. Designs and builds solutions using standard technologies and tools. Coordinates with City departments on planning, designing, organizing, developing, and maintaining consistent web content. Reviews work for quality control and consistency. Administers application server(s) and related systems.

3. Provides solution architecture and programming ranging from simple scripting (PowerShell, JavaScript) through full stack development including database design, middleware/services layer implementation, and HTML/JavaScript/TypeScript-based user interfaces.

4. Acts as project manager for software purchase and implementation projects. Plans, organizes, and develops project outline; communicates with team members; and acts as liaison between vendors and department stakeholders. Presents team recommendations to Systems Steering Committee.

5. As project leader, chairs meetings and/or committees, prepares agendas, and coordinates project activities. Communicates project recommendations and/or status to City leaders at all levels of the organization. Prepares and monitors project budgets.

6. Researches and recommends security configurations, security solutions, software development tools, and integration strategies based on best practices and industry standards. Develops and/or enhances related procedures and documentation.

7. Provides application support services such as report development, security administration, implementation, upgrade or fix specifications, integration development and support, written and oral communications, documentation, and training to end user departments with a high level of customer service. Maintains systems based on best practices consistent with regulatory standards and city security policies and procedures. Maintains detailed records as appropriate.

8. Maintains a close working relationship with vendors to identify and solve problems with software systems. Troubleshoots problems; makes corrective changes to existing configurations through consultation with vendor. Represents the City at user conferences and events.

9. Develops requests for information (RFI's) and requests for proposals (RFP's). Reviews bids to ensure that vendors meet minimum requirements, provides an analysis of software systems and assists with software selection processes. Performs cost-benefit analyses as needed. Recommends upgrades, changes and new software purchases to the Information Technology Services Department (ITSD) Director. Provides technical support to assigned City System Team(s) or project teams.

10. Maintains knowledge to be current with developments and changes in applications software from an enterprise perspective. Reviews and tests new technology for potential adoption and use by the City.

ADDITIONAL WORK PERFORMED:

1. Performs other related work of a similar nature or level.

2. May supervise lower level staff as required.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

TECHNICAL

Knowledge of

- Extensive knowledge of principles and techniques of architecture, design, development, integration, and implementation of complex computer systems in a complex network environment.
- Extensive knowledge of programming languages including PowerShell, C#, SQL, JavaScript, TypeScript, HTML, CSS, .Net/.Net CORE.
- Extensive knowledge of developing and consuming APIs.

- Strong knowledge of software application environments including multi-tier systems, client management technologies, and service-based architectures using of REST, JSON, XML and direct API access.
- Strong knowledge of the operation of computers, mobile devices and peripherals.
- Strong knowledge and understanding of server administration.
- Strong knowledge of SharePoint and OnBase administration, Active Directory, and LDAP.
- Strong knowledge of database design, normalization, and reporting.

Ability to:
- Lead system application improvement and acquisition projects, including vendor management.
- Understand, interpret, and apply regulatory standards and security standards to systems configurations, procedures, and training documents.
- Extensive ability to provide detailed application support services such as report development and security administration and to develop upgrade/fix specifications, written and oral communications, training to end user departments and ad hoc reports.
- Test and provide change management for complex system environments.
- Execute a custom development project independently by being able to scope, plan, and execute a project from concept to go-live.
- Design and develop complex, multi-tier applications with distributed modules.
- Develop robust integration with other mission-critical production applications.
- Ability and willingness to develop a comprehensive business and technical knowledge of key City business software application packages in use by the City.
- Expand on technical skills quickly.
- Ability to read and comprehend technical manuals and apply the contents to solving software and hardware problems.

PROJECT MANAGEMENT

Knowledge of:
- Principles and practices of project management and contract administration.

Skills in:
- Excellent project management skills including requirements gathering and analysis, team management, project planning, risk assessment, requirement and goal definition, budget preparation and tracking, cost-benefit analysis, multi-tasking, communications coordination, and time and task management with employees at all levels of the organization and with outside vendors.

GENERAL

Knowledge of:
- City and departmental policies and procedures and the functions of City departments, standard City office operations and interdepartmental working relationships.

Skill in:
- Excellent written and oral communication skills.
- Excellent interpersonal skills for establishing and maintaining effective working relationships with City staff, department staff, and computer vendors.
- Excellent skills in planning, organizing, problem-solving, and time management.

Ability to:
- Maintain the absolute confidentiality of sensitive files, data and materials accessed, discussed, or observed while working with City staff.

- Clearly communicate presentations and recommendations to City leadership
- Maintain security and confidentiality of systems and records while adhering to security policies and procedures.
- Organize, assign, oversee and evaluate the work of assigned staff.
- Work independently with minimal supervision.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job, including:
  - Visual abilities to include close, distance, color, peripheral vision, depth perception and the ability to adjust focus;
  - Adequate hearing to distinguish sound quality;
  - Dexterity of hands and fingers to use a computer keyboard;
  - Occasionally transport components weighing up to 25 pounds.

WORKING ENVIRONMENT:

The work performed is in an office setting at a computer workstation with long periods of sitting or standing. Work environment includes a normal range of noise and other distractions with low everyday risks working around standard office equipment. Work requires frequent visits to customer worksites. Work may require call outs or other flexibility in scheduling.

EXPERIENCE AND TRAINING REQUIREMENTS:

- BA or BS degree in computer science, information systems management, business computer programming, mathematics, or related field.
- Technical:
  - Five years of progressively responsible experience in software development, or systems analysis/project management supporting applications in a complex business setting required. Experience providing such work in a governmental setting preferred.
  - Four years of experience designing, developing and supporting web-based systems using modern open source and Microsoft technologies including JavaScript frameworks, REST-based APIs and .Net CORE required.
  - Experience supporting applications that use MS SQL or Oracle relational database management software required.
  - Experience managing a SharePoint site, and providing support and development in SharePoint is preferred.
  - Experience implementing and supporting the OnBase document management system is preferred.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal conviction, local background check and fingerprinting. Subject to re-check every five years.
- Agreement to and signature on a Privileged Access Confidentiality Agreement is required.
- Willingness and ability to work extra hours or change hours as needed to do systems work outside of normal business hours.

PREPARED BY: S. Elsner 1/15
M. Mulholland
S. Elsner 12/18

REVIEWED BY: _____
Marty Mulholland
Information Technology Services
Department Director