

POSITION DESCRIPTION

Title: Software Developer I

Department: Communications & Information Systems

Job Analysis: May 2018, February 2020, **July 2024**

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports To: CIS Director, Application and Database Services Manager

Subordinate Staff: None

Internal Contacts: County Commission, County Employees, Elected Officials, etc.

External Contacts: General Public, Vendors, Representative from other Agencies

Status: Classified/ Exempt (~~\$313~~ **313**)

Job Summary

Responsible for programming and maintaining in-house software and applications. This position will also help develop products for other agencies and departments within Baldwin County Commission and offer excellent technical support and will monitor and update the County's existing website to ensure that it addresses the needs of our citizens in a manner that is easy to navigate.

Additionally, the Software Developer I is responsible for building and implementing functional, efficient programs that the user needs while assisting other developers throughout the software development life cycle. This position requires to be a team player with keen eye for detail and problem-solving skills.

Job Domains

A. Application Development and Implementation

1. Perform application programming in accordance with design specifications.
2. Test applications for performance and usability.
3. Implement applications into production environment.
4. Develop technical and user documentation.
5. Conduct and/or coordinate user training classes as required.

6. Perform applications and systems maintenance as required.

B. Website Coordination

1. Monitor, update and improve performance of County website.
2. Ensure that the County website and the CRM knowledgebase are properly linked.
3. Possess technical expertise to answer questions about and troubleshoot problems with the County website.
4. Communicate citizen needs to each department and work with personnel in each department to address those needs on County website.
5. Develop and maintain ADOBE fillable forms.

Knowledge, Skills, and Abilities

1. Ability to work independently and multi-task effectively.
2. Demonstrated knowledge and understanding of projects from the perspective of both client and business.
3. Strong skills in attention to detail.
4. Ability to learn new programming languages and technologies.
5. Excellent communication skills, both orally and in writing.
6. Skills in resourcefulness and troubleshooting aptitude.

Other Characteristics

1. Must be willing to travel and stay overnight as required.
2. Must be willing to work nonstandard hours, including weekends and overtime.
3. Must be willing to attend additional training, skills development, and other self-improvement courses as deemed necessary by supervisor.
4. Flexible and willing to accept a change in priorities as necessary.

Minimum Qualifications

1. Possess an associate's degree from a recognized college or university in Computer Science, Information Technology, Graphic Design, or a closely related field, or a combination of education and experience equivalent to these requirements.
2. Two (2) years' experience in a combination of communications, information technology, web development or related field. In addition, at least one (1) year of experience in government is desired.
3. Working knowledge with basic JavaScript, HTML, jQuery, CSS.
4. Experience C# /.NET, preferred.
5. Experience in MVC, Bootstrap, preferred.
6. Experience with Microsoft Visual Studio environment, preferred.
7. Experience with databases and Object-Relational Mapping, preferred.
8. Experience with Microsoft SQL Server Database and SSRS, SSIS, preferred.
9. Experience with Microsoft Internet Information Server (IIS), preferred.

POSITION DESCRIPTION

Title: System Support Specialist

Department: Communications & Information Systems

Job Analysis: September 2023, July 2024

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports To: Information Systems Manager, Assistant CIS Director, or CIS Director as determined by current requirements and defined by current Organizational Chart.

Subordinate Staff: None

Internal Contacts: Commissioners, County Administrator, Department Heads, All Other County Staff

External Contacts: Vendors, Representatives from other Agencies

Status: Classified/Exempt (~~\$316~~ 316)

Job Summary

This is advanced technical work in system management, system support, and maintaining system performance.

Job Domains

1. Assures the continuous operation of the user community by continuous monitoring of the operation and maintenance of all departmental hardware, software, and servers.
2. Maintains, monitors, and adjusts the system for optimal performance.
3. Upgrades and installs various system hardware and software.
4. Provides technical guidance in designing and implementing new system modifications and enhancements to improve current information system operations.
5. Defines development tools and procedures for daily operational support.
6. Performs daily file system maintenance, system backups, and database archives.
7. Performs backup and removal of all temporary files and posted files.
8. Investigates system errors and resolves problems.
9. Provides technical guidance for the implementation of a disaster recovery plan and assists with disaster recovery.

10. Handles print file management, creates system user logins, monitors console messages, and provides support for Help Desk resolutions.
11. Manages hardware and support contracts and support calls,
12. Attends appropriate system management classes offered by the hardware vendor.
13. Performs related work as required.

Knowledge, Skills, and Abilities

1. Good knowledge of current techniques and capabilities of a large-scale operating system
2. Good knowledge of materials and tools used in the operating system and file system maintenance and repair work.
3. Good knowledge of methods used to modify and enhance information system operations.
4. Good knowledge of specialized system maintenance to monitor and maintain hardware and software to assure continuous operations.
5. Ability to diagnose system problems and develop solutions.
6. Ability to configure and upgrade operating systems and databases.
7. Ability to provide technical guidance for the implementation and verification of a disaster recovery plan.
8. Ability to support application activities requiring specialized system programming.
9. Ability to evaluate, install and test software.
10. Ability to monitor computer systems and provide support for Help Desk resolutions.
11. Ability to perform daily file system maintenance, system backups, and database archives.
12. Ability to perform a backup of all temporary files and posted files.
13. Ability to establish and maintain effective working relationships with department heads and other employees with varying technical abilities.

Other Characteristics

1. Must be willing to travel and stay overnight as required.
2. Must be willing to work nonstandard hours, including weekends and overtime.
3. Must be willing to attend additional training, skills development and other self-improvement courses as deemed necessary by supervisor.

Minimum Requirements

1. Possess an associate degree or Technical Certificate from a recognized college, university, or technical school in Communications, Electronics, Information Technology, or a closely related field, or a combination of education and experience equivalent to these requirements.
2. Should have a minimum of one (1) year experience as a Communications Technician III or Network Support Specialist II in a multi-site distributed environment.
3. Should possess A+ Certification or equivalent experience.
4. Should possess Network+ Certification or equivalent experience.