POSITION DESCRIPTION

Title: Database and Application Analyst

Department: Communications & Information Systems

Job Analysis: February 2020

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 (EC-8)

Job Summary

Provides coordination, expertise, and overall direction for the County's Database Systems. This individual is responsible for all phases of development, implementation, and maintenance of the County's Database Systems. This individual will also be working as part of the Applications Development team and help develop, maintain and support current and new in-house software applications.

Job Domains

A. Project Management

  1. Develop project implementation plans and budget.
  2. Coordinate internal and external resources during implementation of project with emphasis on keeping project on schedule and within budget.
  3. Develop reports and presentations.

B. Database Administration

  1. Maintain the overall strategy and plans for Database Systems.
  2. Coordinate Database Master Plan and Meta Dictionary.
  3. Develop Enterprise-wide data standards and best practices.
  4. Develop and implement distributed data maintenance plans.

5. Develop and implement quality control procedures for data development.
6. Responsible for installation, maintenance, and technical support.
7. Responsible for problem resolution, capacity planning, and performance tuning.
8. Administer the technical design, testing, and implementation of databases.
9. Coordinate with Systems Administrators to ensure backup procedures are defined, documented, and implemented for full database recoveries.
10. Provide technical assistance to the user community and applications support staff.
11. Develop Database Security Plans and coordinate with Systems Administrators to ensure they are followed.

C. System Analysis and Design

1. Research and determine best solution(s) to meet defined needs.
2. Perform Application/System design as required.
3. Provide expert analysis and decisions on functions associated with software and hardware configuration of the system(s).
4. Ensure industry and departmental standards are enforced pertaining to labeling, naming conventions, methods, and documentation.

D. 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.

E. SharePoint Functions, Duties and Responsibilities

1. Supports Intranet sites built on SharePoint 2010 and later.
2. Manages system security, system patching and upgrades.
3. Deploys custom developed and third-party SharePoint solution packages.
4. Configures SharePoint services and settings.
5. Documents SharePoint configuration and architecture.
6. Manages site quotas and file size limits.
7. Reviews and monitoring usage reports.
8. Manages content databases and creating new ones as required.
9. Administers and maintains sites and sub-sites.
10. Manages security for sites and sub-sites.
11. Manages the site layout structure and content.
12. Provides SharePoint support to end users.
13. Provides Microsoft Project support to project leaders.

F. Systems Administration, Maintenance and Operations

1. Develop and implement system backup, disaster recovery, and integrity plans for database systems.
2. Develop security plans (physical and systems based) for database systems.
3. Administer user security for database systems as required.
4. Develop and implement maintenance plans for database systems.
5. Perform capacity planning and performance monitoring on database systems.
6. Coordinate with other CIS staff and provide supervision as required on a project basis.
7. Coordinate installation and maintenance service performed by outside service providers.
8. Perform programming of Computer Servers and related devices as required.
9. Perform maintenance and upgrades to Computer Servers and related devices as required.
10. Perform Level III Help Desk support to CIS Staff and end users as required.
11. Ensure industry and departmental standards are enforced pertaining to wiring, labeling, naming conventions, methods, and documentation.
12. Conduct and/or coordinate user training classes as required.

Knowledge, Skills, and Abilities

1. Thorough knowledge of database design and administration methodologies.
2. Thorough knowledge of Microsoft SQL Server setup and administration.
3. Thorough knowledge of systems analysis and design methodologies.
4. Thorough knowledge of desktop computer systems and computer peripheral equipment.
5. Good knowledge of Object-Oriented Programming methodologies.
6. Good knowledge of computer server operating systems and computer networks.
7. Good knowledge of TCP/IP.
8. Good knowledge of Local and Wide Area data communications.
9. Good knowledge of project management principles, including budgeting.
10. Some knowledge of Internet HTTP server setup and administration.
11. Ability to plan and organize work in order to set priorities and meet deadlines.
12. Ability to relate highly technical issues and respond to questions at a layman's level of understanding.
13. Ability to communicate effectively, both orally and in writing.
14. Ability to establish and maintain effective working relationships with department heads and other employees.
15. Ability to supervise the work of others.

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 Qualifications

4. Should possess a Bachelor of Science Degree in Computer Science, Information Technology, or a closely related field; or combination of education and experience equivalent to these requirements.
5. Should possess Microsoft MCTS (SQL Server) Certification or equivalent experience.
6. Should have training and experience with ESRI ArcSDE.
7. Working knowledge with basic JavaScript, HTML, jQuery, CSS.
8. Experience C# /.NET, preferred.
9. Experience in MVC, Bootstrap, preferred.
10. Experience with Microsoft Visual Studio environment, preferred.
11. Experience with databases and Object-Relational Mapping, preferred.
12. Experience with Microsoft SQL Server Database and SSRS, SSIS, preferred.
13. Experience with Microsoft Internet Information Server (IIS), preferred.

Title: Software Developer I

Department: Communications & Information Systems

Job Analysis: May 2018, February 2020

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 (EC-7)

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 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.

Title: Software Developer II

Department: Communications & Information Systems

Job Analysis: February 2020

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 (EC-8)

Job Summary

Responsible for developing, maintaining and supporting current and new in-house software applications that are used daily by other agencies and departments within Baldwin County Commission. The Software Developer II must have a solid foundation in programming. An understanding of front-end technologies and help update, support and maintain the County's existing website.

Additionally, the Software Developer II is responsible for leading the development and implementing projects while working with other developers throughout the software development life cycle. This position requires a team player with keen eye for detail and problem-solving skills.

Job Domains

A. 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.

B. Project Management

    1. May be required to develop project plans which will include budget.

    2. Coordinate internal and external resources during implementation of project with emphasis on keeping project on schedule and within budget.

    3. Develop reports and presentations.

C. System Analysis and Design

    1. Research and determine best solution(s) to meet defined needs.

    2. Perform Application/System design as required.

    3. Provide expert analysis and decisions on functions associated with software and hardware configuration of the system(s).

    4. Ensure industry and departmental standards are enforced pertaining to labeling, naming conventions, methods, and documentation.

D. 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.

E. Systems Administration, Maintenance, and Operations

    1. Develop security plans for systems as required.

    2. Manage server-based software applications and systems as required.

    3. Perform capacity planning and performance monitoring on systems as required.

Knowledge, Skills, and Abilities

1. Thorough knowledge of database design and administration methodologies.
2. Thorough knowledge of systems analysis and design methodologies.
3. Thorough knowledge of Object-Oriented Programming and SOLID methodologies.
4. Thorough knowledge of desktop computer systems and computer peripheral equipment.
5. Good knowledge of computer operating systems and computer networks.
6. Good knowledge of Local and Wide Area data communications.
7. Some knowledge of TCP/IP.
8. Some knowledge of Internet HTTP server setup and administration.
9. Thorough knowledge of project management principles, including budgeting.

10. Ability to apply software and hardware technology to solve user problems and information needs.
11. Ability to plan and organize work in order to set priorities and meet deadlines.
12. Ability to relate highly technical issues and respond to questions at a layman's level of understanding.
13. Ability to communicate effectively, both orally and in writing.
14. Ability to establish and maintain effective working relationships with department heads and other employees.
15. Ability to supervise the work of others.

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 bachelor'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. Three (3) 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 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.