



Career Service Authority

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Associate Information Technology Developer

GENERAL STATEMENT OF CLASS DUTIES

Performs standard level professional systems analysis and programming work developing, maintaining, and enhancing software application programs, operating systems, and databases.

DISTINGUISHING CHARACTERISTICS

The Associate IT Developer is distinguished from the *Staff IT Developer*, which performs entry level professional system analysis and programming work maintaining and enhancing software application programs, operating systems, and databases.

The Associate IT Developer is also distinguished from the *Senior IT Developer*, which performs full performance level professional systems analysis and programming work designing, developing, maintaining, and enhancing software application programs, operating systems, and databases.

Next, the Associate IT Developer is distinguished from the *Associate ERP Developer*, which performs standard performance level, professional programming work to design and implement Enterprise Resource Planning (ERP) systems, including multiple operating systems and databases.

Finally, the Associate IT Developer is distinguished from the *Associate IT Systems Analyst*, which performs standard or intermediate level professional work analyzing, refining, and documenting the business requirements of City department and agency customers included in the development, implementation, and production of integrated technology software systems. The Associate IT Systems Analyst also serves as an authoritative technical resource on specific business requirements and information needs of assigned customer departments and agencies in any phase of the application and system development life cycles.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

By position, may perform lead work.

ESSENTIAL DUTIES

Consults with users and other information technology staff to identify user problems and design new or existing systems; assists with the preparation of a time line and project plan for the development or enhancement of new/existing software application programs.

Analyzes user requirements, writes specifications and codes, and installs and documents software application programs.

Develops or modifies new or existing software applications programs of moderate complexity and scope.

Designs, develops, tests, debugs, implements, and prepares flow charts for both new and existing systems to automate end user files and records.

Integrates and implements software packages and coordinates necessary training for users.

By position, may assist lower level developers in the development of applications of a more complex nature.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Technical Competence – Uses knowledge that is acquired through formal training or extensive on the job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Integrity/Honesty – Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

Problem Solving – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Creative Thinking – Uses imagination to develop insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Self Management – Sets well defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; relates well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzed information and makes correct inferences or draws accurate conclusions.

Flexibility – Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

Learning – Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self learning and development.

Stress Tolerance – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Oral Communication – Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Writing - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

Arithmetic – Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

Memory – Recalls information that has been presented previously.

Self Esteem – Believes in own self worth; maintains a positive view of staff and displays a professional image.

Customer Service – Works with clients and customers (that is, any individuals who use or receive the service or products that your work unit produces, including general public, individuals who work in the agency, other agencies, or organizations outside the Government) to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.

Knowledge of information technology and data processing sufficient to be able to review program specifications, design programs, and write or modify code.

Knowledge of the principles, methods, and tools for designing, developing, and testing software in a given environment.

Knowledge of information technology systems analysis, including systems design, sufficient to be able to maintain current systems and implement new systems.

Knowledge of the principles, methods, and tools for analyzing and developing software test and evaluation procedures.

Knowledge of computer languages and their applications to enable a system to perform specific functions.

Physical Demands:

Sitting: remaining in the normal seated position.

Lifting: raising or lowering an object from one level to another

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hands.

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Near acuity: ability to see clearly at 20 inches or less.

Repetitive motions: making frequent movements with a part of the body.

Working Environment:

Work is primarily performed in an office setting and frequently at other locations for meetings.

Work involves pressure due to multiple calls and inquiries and is subject to interruption.

Education Requirement:

Bachelor degree in Computer Science, Information Systems, Business Administration, Mathematics or a directly related field.

Experience Requirement:

Two years of professional Information Technology experience.

Education/Experience Equivalency:

Bachelor degree in an unrelated field plus 30 semester hours or course work in Information Technology will substitute for the educational requirement.

Additional appropriate type and level of experience may be substituted for the minimum education requirement on a one year for one year basis.

Additional appropriate type and level of education may be substituted for the minimum experience requirement on a one year for one year basis.

Licensure and/or Certification:

By position, requires a valid driver's license.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 01/01/1999

ESTABLISHED BY: Don Braden

REVISED DATE: 02/15/2009

REVISED BY: Melissa Palmer

CLASS HISTORY: 2/2009: The class spec was put into new format; the General Statement of Duties, Essential Duties, and Minimum Qualifications were revised and updated.