



Career Service Authority

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Staff Information Technology Developer

GENERAL STATEMENT OF CLASS DUTIES

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

DISTINGUISHING CHARACTERISTICS

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

The Staff 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 Staff IT Developer is distinguished from the *Staff ERP Developer*, which performs entry level, professional programming work training in the maintenance and enhancement of Enterprise Resource Planning (ERP) systems, including multiple operating systems and databases.

Finally, the Staff IT Developer is distinguished from the *Staff IT Systems Analyst*, which performs entry level professional work assisting in the analysis, refinement and documentation of the business requirements of City department or agency customers included in the development, implementation, and production of integrated technology software systems.

Guidelines, Difficulty and Decision Making Level:

Procedures, methods, and techniques to be used are well established with options to be considered well defined. Tools, work aids, and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Duties assigned are primarily routine, repetitive, and restricted in intricacy with little or no discretion in how they are carried out.

Level of Supervision Received and Quality Review:

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

Interpersonal Communications and Purpose:

Contacts with the public or employees where factual information relative to the organization or its functions are received, relayed, or a service rendered according to established procedures or instructions.

Level of Supervision Exercised:

None

ESSENTIAL DUTIES

Participates in the consultative process between users and other information technology staff to identify user problems and design new or existing systems.

Assists with the analysis of user requirements; writes basic specifications and codes; and assists with the installation and documentation of software application programs.

Develops or modifies new or existing software applications programs that are basic in complexity and scope from detailed specifications.

Assists with the development, testing, and implementation of new and existing systems to automate end user files and records.

With guidance, codes, tests, debugs, documents, and maintains software programs.

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:

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.

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.

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).

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:

None

Education/Experience Equivalency:

15 semester hours of course work in Information Technology plus 3 years of technical level Information Technology experience 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.

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Licensure and/or Certification:

By position, requires a valid driver's license.

CLASS DETAIL

FLSA CODE: Non-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.