



Office of Human Resources
IT Middleware Engineer Associate - CI3086
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General Statement of Duties

Performs standard level professional information technology work installing, configuring, and maintaining middleware infrastructure and platforms.

Distinguishing Characteristics

The IT Middleware Engineer Associate is distinguished from the IT Middleware Engineer Senior that performs full performance level professional design and configuration of middleware infrastructure and platforms. Provides coherent distributed middleware that connects software components and applications. Interacts with development team and analyzes requirements to implement middleware architecture. Works on advanced, complex technical projects or business issues requiring state of the art technical or industry knowledge.

Essential Duties

Work with Developers and Architects in developing middleware configurations based on requirements.

Identify and apply innovative technologies to update existing middleware.

Assists with creating and maintaining documentation for middleware installations, changes and upgrades.

May coordinate with vendors and support team on problem resolution, design issues and upgrades.

Perform troubleshooting, incident response, and patching in a timely manner.

Troubleshoot and resolve technical problems in timely and accurate manner to improve application performance and functionality.

Assists with developing and implementing strategies for migration, consolidation and upgrade of middleware components.

Assists with evaluating system architecture and make recommendations as required.

Develop and implement standard processes for installation, maintenance and enhancement of middleware applications.

By position, may perform lead work on small to medium projects.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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.

Competencies

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

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 with differing viewpoints/opinions or who are difficult, hostile, or distressed; related well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Oral Communication – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

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.

Technical Problem Solving - Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.

Technology Application – Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.

Technology Management - Keeps up-to-date on technological developments. Makes effective use of technology to achieve results. Ensures access to and security of technology systems.

Knowledge & Skills

Knowledge of system development methodologies used to plan, develop, implement, operate, and maintain middleware systems.

Knowledge of the principles and methods of web technologies, tools and delivery systems.

Level of Supervision Exercised

None

Education Requirement

Bachelor's Degree in Computer Science, Information Systems, Business Administration, Mathematics or a related field.

Experience Requirement

Two (2) years of professional level experience implementing and maintaining middleware systems.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

Licenses and certifications must be kept current as a condition of employment.

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.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Accommodation: Ability to bring objects into focus.

Agility: Ability to move quickly and easily.

Balancing: Maintaining equilibrium.

Carrying: Transporting or moving an object.

Color vision: Ability to distinguish and identify different colors.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Reaching: Extending the hands and arms or other device in any direction.

Sitting: Remaining in a stationary position.

Standing: Remaining in a stationary position.

Stooping: Positioning oneself low to the ground.

Talking: Communicating ideas or exchanging information.

Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Vision: Ability to perceive animal behavior, comprehend signs, and detect color.

Walking: Ability to move or traverse from one location to another.

Written Comprehension: Ability to discern the meaning of written words.

Background Check Requirement

Criminal Check

Employment Verification

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-10

FLSA Code: Y

Established Date: 9/21/2018

Established By: GT

Revised Date: 7/30/2023

Revised By: AM

Class History: 7/30/2023 – Revised licensure & certification and background checks.