To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

APPLICATION DEVELOPER

Division:	**Information Technology**
Section:	**None**
Pay Grade:	**115**
FLSA Status:	**Non-Exempt**
Classification:	**Full-Time**
Updated On:	**March 2024**

JOB SUMMARY

This **critical** position is responsible for the development of database-driven applications and websites, which includes, but is not limited to, the administration of all web servers, database servers, and related network infrastructure. The employee receives supervision from, and reports directly to, the Systems Operations Manager. Work is evaluated through observations, conferences and reports.

ESSENTIAL JOB FUNCTIONS

This is a generalized job description. Specific duties and responsibilities may vary, depending on the assigned location. Duties and responsibilities may be added, deleted or changed at any time at the direction of management, formally or informally, verbally or in writing.

- Responsible for developing solutions that automate or improve business processes.
- Responsible for the planning and development of static websites and database driven websites.
- Responsible for the performance and management of web servers and database servers.
- Responsible for the planning and development of Microsoft 365 applications, including Microsoft Lists, Microsoft Planner, Microsoft Forms, and Microsoft Bookings.
- Responsible for the planning and development of SharePoint sites.
- Responsible for the management of agency domain names and DNS records.

- Responsible for the creation and renewal of SSL certificates.

- Responsible for the security and availability of any system related to agency websites and databases, which includes performing routine backups and security audits.
- Manage Apple and Google developer accounts to allow iOS and Android mobile app distribution.
- Prepare spreadsheets and reports for data requests from Agency personnel.
- Assist System Administrators with creating and updating disaster recovery plans, backup plans, and business continuity plans.
- Assist System Administrators with the support of network infrastructure, which includes, but is not limited to, maintaining and supporting virtual machines.
- Perform regular security assessments and audits.
- Provide Help Desk technical support.
- Assist in the preparation of the IT Division's strategic management goals and objectives.
- Assist in IT Division related Project Management efforts.
- Assist Network Engineers with network maintenance and system installations.
- Assist the System Operations Manager with after-hours support.
- Responsible for projects assigned by the System Operations Manager and the Director, IT Division.
- Assist in the provision of after-hours support.
- Discuss problems with section members and attempt to resolve them.
- Provide technical training for Agency employees.
- Attend training sessions and other meetings, as required.
- Perform other related duties, as assigned.

QUALIFICATIONS

Education and Experience:
Bachelor's degree in computer science or related field and four (4) years of experience in application development and database management or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities. Related certifications are desirable.

Licenses or Certifications:
- Must possess a valid driver's license.

Special Requirements/Qualifications:

- Ability to pass a practical skills test.
- Must pass a comprehensive background investigation.
- Must pass random drug screening.
- Must be available for 24-hour emergency call outs regarding Division issues for the Agency and County Emergency Services.
- Must perform work in accordance with sound safety practices.
- Must report for duty in a regular and punctual manner.
- Must work overtime and work varying hours on a rotating schedule including days, evenings, midnights, weekends, and holidays, as required.

Knowledge, Skills and Abilities:
- Knowledge of the principles and practices, rules and regulations found in Standard Operating Procedures (SOP) and other manuals pertinent to the assigned job classification.
- Advanced knowledge of the Ruby on Rails web application framework.
- Advanced knowledge of HTML, CCS, and JavaScript.

- Advanced knowledge of Microsoft Excel.

- Advanced knowledge of database software (i.e. MSSQL, MySQL, PostgreSQL, etc.) with an emphasis on installation, maintenance, and performance tuning.
- Advanced knowledge of web server software (i.e. Apache, IIS, Nginx, etc.) with an emphasis on installation, maintenance, and performance tuning.
- Working knowledge of PowerShell and/or working knowledge of command line scripting.
- Working knowledge of Linux based operating systems.
- Working knowledge of DNS.
- Working knowledge of Firewalls.
- Familiarity with iOS (iPhones/iPads).
- Ability to plan, organize and effectively present ideas and concepts to a group.
- Comprehension of the critical nature of data entry procedures and the various functions in the Agency.
- Working knowledge of relational database theory and design.
- Knowledge of the public safety environment to include police, fire, and emergency services.
- Possess effective problem-solving ability, analysis skills, and decision-making ability.
- Ability to read, write, and speak English in a clear, effective manner, using proper pronunciation, diction, and grammar.
- Ability to communicate effectively and coherently with Agency personnel and the public, either in person, on the telephone, by written report or memorandum, or through computer network.
- Ability to understand oral and written instructions, to speak effectively and articulately, and to demonstrate good listening skills.
- Knowledge of federal and state laws pertaining to confidentiality of information.
- Knowledge of virtual/cloud networking concepts and design.
- Knowledge of server architecture including but not limited to Windows and Linux based platforms.
- Ability to organize and determine priorities of diverse assignments.
- Ability to assimilate information from a variety of resources. Analyze, evaluate, and select, often with limited information, the best course of action.
- Ability to learn and apply training provided by the Agency or designated agency.
- Ability to comprehend, understand, and adhere to, at all times, Agency policies, procedures, rules, and regulations.
- Ability to comprehend and retain old and new information, received both orally and in writing.
- Ability to safely lift and carry up to 50 pounds.
- Must be available for 24-hour emergency call outs regarding IT issues.
- Proven ability to operate well in a team environment.
- Ability to pass a comprehensive background investigation.
- Possess a valid driver's license.

PHYSICAL DEMANDS

Some work is performed in an office setting with periods of sitting for extended periods of time. Some work involves physical activity to accomplish tasks related to installation, maintenance, relocation and storage of PC's, laptops, printers, fax machines, and peripherals. Must be able to read computer screens and be able to distinguish colors; safely lift and carry up to 50 pounds; manipulate keys and keyboards, file drawer latches, and file folders (locating, removing, inserting).

WORK ENVIRONMENT
Work is performed in an office setting with frequent interruptions.