POSITION NUMBER: 519
Retirement Class Code: HA (Regular Risk)
Class Title: Software Developer II
Type of Position CIVILIAN
Pay Grade: P30
1. Workweek: Full-Time (40 hours)
2. FLSA: Exempt from overtime
3. EEO Category: 03 TECHNICIANS
4. Department: Information Technology
5. Section/Org Code: Compensation; Org. Code **8810**
6. Location: Land O' Lakes
7. Job Summary: Devises and designs computer system requirements for the solution of problems or for segments of more complex problems; formulates procedures for their solutions. Programming languages currently used by the agency are C#, SQL, JavaScript/JQuery, Angular, HTML5/CSS, Bootstrap and Java. The intended platforms include Windows and Android.
Development tools Microsoft Visual Studio using MVC and OOP, TFS, and Android Studio.
8. Working conditions: Standard office environment
9. Position reports to: Software Development Manager
10. Position directly supervises: N/A

11. Education and Experience: AA/AS in Computer Science and five years' experience required. Bachelor's degree in Computer Science preferred and five years' experience or a minimum of two years governmental experience in a law enforcement setting. High school diploma or equivalent and eight years of development experience maybe considered in lieu of a degree. Valid Florida Driver's License must be maintained at all times. Unescorted CJIS clearance as authorized by FDLE is required.

12. Illustrative duties and responsibilities:

20% DUTY AREA – GENERAL DUTIES: Illustrative Tasks:
- Works with various individuals to execute IT software projects within budget and on time. This includes identifying, specifying, and analyzing requirements and processes, managing progress throughout the design, test, and implementation process.
- Projects are technically difficult, requiring innovative and creative solutions and frequently involve multiple platforms, software, hardware, technologies and tools.
- Diagnoses software issues and debugs customer problems using industry standard tools as well as custom toolsets.
- Supports end-to-end design, development and standard developer testing of custom software.
- Authors documentation pertinent to operating and supporting developed software.
- Maintains commercial software, develops custom software, debugs software, and utilizes diagnostic tools.
- Participates in IT meetings, supports other developers and performs code reviews and updates.

- Works closely with the IT Network Security Analyst and outside agencies to improve the overall security posture of PSO information systems.
- Assists with the development and implementation of IT standards, procedures, and policies.
- Must be available for software related issues 24/7 and participate in the IT on call rotation as needed.
- Establishes, maintains, and increases client satisfaction through professional, courteous, and caring service.
- Coordinate with team members to accomplish tasks and projects.
- Work on debugging code to include working on end user tickets that are submitted for fix action, evaluating software modules, attending project meetings.
- Software documentation: Prepares necessary documentation for software operation for end users.

80% DUTY AREA – DEVELOPMENT AND PROGRAMMING: <u>Illustrative Tasks</u>:

Modifies existing and/or creates new software for specific enterprise needs, provide technical support to the applications and operations staff on the use of system software.

Supports the installation planning for applications program requirements and coordinates the corresponding system software changes.

Assists with software product evaluation, including installation, testing, and technical support for the applications programming and/or the computer operations staff.

Assists in system disaster recovery.

Supports application activities that require specialized software programming.

Under minimum supervision, plans the full range of programming actions needed to achieve desired end-results on complex programming problems.

Requires a high degree of creative thinking and the ability to use the accumulated knowledge and experience of others.

Under minimum supervision, capable of designing application solutions to user department needs and maintains current working knowledge of all installed application systems.

13. Associated knowledge, skills and abilities:
KNOWLEDGE OF:

- Principles and procedures of computer programming/application development.
- Information Technology (IT) techniques for sorting, searching, and querying data (e.g., SQL SERVER).
- Debugging/troubleshooting tools and techniques used to assess problems within a computer program/application.
- System development methodologies (e.g., Systems Development Lifecycle, AGILE).

- Information technology testing concepts (e.g., unit, integration, stress, regression) to ensure the software functions as designed.
- Database design principles and techniques to ensure the department's requirements are met.
- Techniques used to design data interfaces to include Web Services, API's, micro services.
- Database security practices to protect the databases from unauthorized users.

SKILLED IN:

- Analyzing logically and creatively to identify problems, draw valid conclusions and develop effective solutions to business problems.
- Applying creative thinking in the design, development and delivery of effective IT services.
- Effectively applying interpersonal and communication techniques with IT professionals and others to create an environment that is conducive to carrying out the mission of the organization in an efficient manner.
- Speaking and writing effectively, adjusting style, method and tools for the knowledge base of the audience to provide information.
- Knowledge of Visual Studio 2013 or later.
- Knowledge of C#, MVC, LINQ.
- Knowledge of Entity Framework.
- Knowledge of client side technologies to include JavaScript, Angular, CSS, HTML5.
- Knowledge with Object-Oriented Principles (OOP).

ABILITY TO:

- Analyze information and situations, reason logically and creatively, and identify problems in order to draw valid conclusions and develop effective solutions.
- Update and maintain computer program/application.
- Develop a computer program/application using a C#, Angular and/or JQuery, MVC.
- Work independently on projects or assignments without close supervision or detailed instructions to achieve intended results.
- Analyze business requirements and develop technical solutions.
- Prioritize work assignments and/or problem solutions to ensure completion within established timeframes.
- Perform job tasks during stressful working conditions (e.g., deadlines, multiple assignments).
- Verbally communicate information and ideas so others will understand.
- Work on multiple projects and/or assignments concurrently
- Actively listen to others to facilitate an open exchange of ideas and provide for effective communication.
- Apply creative thinking in the design and development of methods of processing data within information technology systems.
- Utilize reusable application components to streamline development and improve consistency and maintainability.

PHYSICAL AND OTHER REQUIREMENTS

The physical abilities listed below are estimates of time spent during a typical workday to perform essential functions and responsibilities. Members in this position may be required to:

- Sit up to 7 hours per day
- Stand up to 1 hour per day
- Walk up to 1 hour per day
- Occasionally lift up to 25 lbs.
- Occasionally bend, squat, reach, kneel or twist.

Other Requirements:

- 20/40 vision (corrected/uncorrected)
- Ability to hear conversation at a normal level (assisted or unassisted)
- Ability to work shift work
- Ability to work in hazardous conditions

14. Equipment or machines routinely used in this position: Telephone; agency computer; software programs; calculator; photocopier; facsimile machine; agency vehicle.

15. Amount and type of supervision position receive: Employee works under moderate guidance and supervision from the Software Development Manager

16. Review procedures: Work is reviewed upon completion and/or periodically by the Chief Information Officer, receives a formal, written performance appraisal in accordance with General Order 35.1.

17. Emergency Duty Assignment: Tier 1 - Key and Mission Essential: This position designation is for those that are needed to ensure the immediate and continued support for operations and mission essential functions within the agency. It is necessary for this position to perform duties of leadership, specialized functional support, or subject matter expertise required to sustain the organization

18. **Remote Work.** Position has option for remote work with bureau commander approval. Employees authorized for remote work may be required to return to the office periodically or upon request when needed, and any decision to allow remote work remains in PSO's absolute discretion and may be subject to change at any time.

19. This position description lists the duties and responsibilities an incumbent would generally expect to perform. Percentages of time, when used, are estimated annual averages and as such are subject to periodic fluctuations. This position description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the member for this job. Duties, responsibilities and activities may change at any time with or without notice.