

Class Concept

This is technical work in the development, installation, modification, and maintenance of specialized and complex systems, software, various layered products, and third-party software. Position designs, codes, evaluates, and tests system applications. Provides support and troubleshooting for department or organization. Installs, tests, and updates hardware, software, and operating systems. Coding internally developed applications and/or configuring commercial-off-the-shelf (COTS) applications using programming, scripting, and database languages. Supporting application testing, deployment, maintenance, and evolution activities by correcting programming errors, responding to scope changes, and coding application enhancements. Work involves monitoring and fine-tuning systems and software, debugging and resolving technically complex problems and planning and managing projects for new releases and versions of software. Work involves assisting analysts, programmers, and users on complex applications for the purpose of providing compatibility with existing systems software and for providing systems software design, modification and tailoring as required. Work involves analysis of software constraints, systems design or modification and implementation and testing. Employees provide cost/benefit evaluations of vendor supplied software and recommend hardware configurations. Work involves monitoring CPU cycles, storage utilization, Input/Output utilization, and Direct Access Storage Device (DASD) space utilization. This level is distinguished from the I level by the complexity of the systems, languages and interoperability between systems and required interfaces.

Recruitment Standards

Knowledge, Skills, and Abilities

- Thorough knowledge of the operating systems and their interrelationships and functionality.
- Thorough knowledge of computer programming languages and techniques.
- Thorough knowledge of the technical aspects related to the functions and capabilities of computer systems, related operating software, third-party products, and associated hardware.
- Ability to analyze software bugs and make corrective action or recommend alternatives.
- Thorough knowledge of communications and connectivity of computer systems and associated software.
- Ability to establish and maintain effective working relationships with other staff and vendor software specialists.

Minimum Education and Experience

Bachelor's degree in computer science or an IT related field or a closely related field from an appropriately accredited institution and four years of progressive experience in systems software programming; or

Associate degree in computer science or an IT related field or a closely related field from an appropriately accredited institution and five years of progressive experience in systems software programming; or an equivalent combination of education and experience.