Class Concept

This is technical work in testing, developing, coordinating and/or supporting applications for the business, research, and/or instructional functions of clients with a defined/limited scope. Work involves determining the logical flow of applications and developing program code. Employees are provided with documented programming specifications from senior level IT staff by which to code and work may include development of queries for reporting needs or automated data entry/corrections. The Applications Technician II is distinguished from the Applications Technician I by involvement in more complex processing code/queries/functions or with development areas such as middleware tools requiring additional training.

Recruitment Standards

Knowledge, Skills, and Abilities

- Working knowledge of specialty work area with demonstrated understanding of the general standards, skills and practices associated with the specialty and the theory behind applications systems analysis and programming.
- Experience following standard operating procedures to implement routine solutions of low to medium complexity for customer.
- Ability to develop logical flow of simple applications and to design input/output and file specifications.
- Ability to evaluate code and its functionality and recommend or make changes to improve performance of simple applications.
- Working knowledge required to devise or modify procedures to solve non-standard to medium complex problems with experience in spotting trends in reoccurring problems and assisting in developing solutions.
- Ability to integrate knowledge and skills from other specialties to address work assignments.
- Demonstrated experience to think through project alternatives and help to turn ideas into outcomes and in helping develop project/solutions.
- Ability to meet user needs with minor modifications to existing solutions based on an ongoing customer service relationship.
- Understand customer's needs and resource limitations in order to provide appropriate services to customer and ability to establish effective working relationships.

Minimum Education and Experience

Associate degree in computer science or an IT related field; or

High school or General Educational Development (GED) diploma and two years of experience in the field of technology related to the position's role; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.

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