

Position Title: Application Developer/Support Analyst
Department: Information Services
Reports To: Manager, Business Solutions
Date Established: July 30, 2019

New Position Update Request for Classification Review

Position Summary:

Under the general direction of the Manager, Business Solutions, the Application Developer/Support Analyst provides application maintenance and support to minimize service disruption and facilitate operations. This position involves end-to-end solution delivery and maintenance of Information Technology applications and services. Work requires knowledge in designated technologies, within an application layer, and an awareness of integration with adjoining technologies or applications. Work assignments involve a mix of new and existing technologies including awareness of emerging technologies. Work also includes defining application support standards, investigation of errors with applications, identification of root cause, and resolution of issues.

1 Key Responsibilities**1.1 Duties****1.1.1 Application Maintenance and Release Management (50%)**

- Planning application system upgrades, installation of new releases and migration to new systems for all Enterprise Resource Planning (ERP) production applications.
- Maintaining and supporting infrastructure-related applications for Information Technology Services (ITS) operations.
- Coordinating with suppliers, vendors, and contractors to ensure applications are current and supportable and upgrades are scheduled accordingly.
- Scheduling and performing tests to measure and improve the quality of various business technology solutions.
- Creating, maintaining, and revising operational and project-related diagrams and documentation as required.
- Leading small system design or enhancements to systems that may affect across department or divisions.

1.1.2 Application Architecture Design and Planning (30%)

- Gathering technical and business requirements from business units on new software requests to determine if it will work within the existing environment or if additional resources are required.
- Designing solutions that meet the business and technical requirements.
- Conducting hands on user acceptance testing and regression testing for solutions.
- Defining standards for application delivery for both on-premises and hosted solutions.
- Implementing new business applications, analyzing the requirements of end users, and testing and integrating into existing systems.
- Testing components and systems to see how they integrate with existing applications.

- Documenting and transferring knowledge to the Information Services team to improve and facilitate support.
- Documenting existing technological processes and enhancements to the environment.
- Participating in technology planning and projects as a senior resource.
- Providing knowledge of computing trends in their area of specialty.
- Researching and evaluating advances or version of products.
- Being involved in or assisting with conception and costing activities for new and emerging technologies, presenting ideas and recommendations of proof of concepts to more senior levels.

1.1.3 Tier III Support Assistance/Other Duties (20%)

- Responding to internal/external issues or requests escalated from desktop/server resources including Tier III application support issues that are not resolved at lower levels.
- Assisting Parkland County employees with technical/business problems and providing solutions.
- Performing other duties as assigned.

1.2 Most Difficult and/or Complex Aspects of the Position

The incumbent needs to ensure solutions are capable of supporting business functions through proper maintenance and application of software patches and fixes as they become available. They must also ensure proper testing and deployment of patches, fixes and updates. The incumbent must ensure rollback procedures are in place, if applicable.

1.3 Diversity and Scope of Services

The incumbent will work with the Manager, Business Solutions on the development of Parkland County network ERP/application solutions.

2 Decision – Making/Accountability

2.1 Decision Making/Independence

The incumbent must demonstrate a reasonable degree of independence in performing data analyses, logical reasoning, interpreting requirements, and developing effective solutions to complex problems relating to application software management. Decisions are made in accordance with federal and provincial statutes and regulations, Parkland County Bylaws, Regulations, Policies and Procedures pertaining to data access, use and confidentiality. Decisions that are thought to have a significant impact to the organization or have financial implications are referred to the Manager, Business Solutions for resolution.

2.2 Results or Outcomes Expected

The incumbent is expected to support group decisions and work with the group to achieve group goals and projects. They will need to contribute to and enhance customer satisfaction by making use of available resources. Applications will be maintained with a high degree of uptime to minimize disruption to end users. Supports and project issues will be resolved in a timely fashion to further reduce sources of downtime.

2.3 Impact/Consequence of Error

Application or server errors could have significant impact on the organization as a whole. User support errors would have limited impact but would serve to degrade user confidence and/or satisfaction with Information Services proficiency, expertise and ability.

3 Administrative Responsibility

3.1 Planning

The incumbent will be responsible for planning their approach to tasks assigned by the Manager, Business Solutions and for coordinating their day-to-day project and support activities.

3.2 Financial

Responsible for monitoring and validating invoices for contractors and submitting for approval. This position will also work with vendors for statements of work and proposals for purchasing software and hardware.

3.3 Human Resources/Workforce

This is a non-supervisory position.

3.4 Occupational Health & Safety

Maintains awareness of and adheres to Parkland County's Occupational Health and Safety Management System.

3.5 Emergency Management

Participates in mandatory training and exercises. When the Emergency Operations Centre is activated, acts in assigned role.

4 Contacts

4.1 Internal

Contact is made regularly with the Manager, Business Solutions and the Information Services team. Other contact is made with staff in all departments including elected officials. The nature of this contact is to resolve support and project issues initiated by the end users and to support the day-to-day maintenance and operations of Information Services.

4.2 External

Contacts include suppliers, sub-contractors, vendors, support services and other computer related businesses.

5 Working Conditions

5.1 Environment

Normal office environment and travel to other sites within and outside of the County. Occasional evening and weekend work may be required.

5.2 Physical Effort

Varying levels of physical effort, including moderate to heavy lifting (up to 20 kg), sitting, walking, standing, pushing and pulling, crawling, bending, crouching, moderate hand and eye coordination, reaching, driving and carrying. Repeated motion of office tasks.

6 Qualifications

6.1 Formal Education

- Degree in a related discipline and 4 years relevant experience.
- Or Post-secondary diploma in a related discipline and 5 years' relevant experience.
- Or a 1 year related certificate* and 7 years' relevant experience.

*Relevant computer certificate programs generally have a minimum 700+ instructional hours and will include relevant course work to the position

6.2 Training/Experience

- Strong technical experience with .NET/C#, SQL Server, Dynamics 365 and Azure.
- Integration experience; minimum 3 years' experience.
- Powershell Scripting experience would be an asset.
- Knowledge of PowerApps and Flow would be an asset.
- Specialist knowledge of ERP applications and a good understanding of operating systems, network and server infrastructure and administrating systems.

6.3 Professional Designation/License/Memberships

ITIL v4 certification would be an asset. Possession of a valid Alberta driver's license and satisfactory driving record is required.

6.4 Special Skills/Knowledge/Abilities

Ability to apply and demonstrate effective communication, presentation and interpersonal skills, along with the ability to communicate technical information to non-technical personnel is required. Capable of exploring new implementation techniques and approaches and strives for continuous improvement. Able to perform complex end to end solution delivery and maintenance. Ability to be a team player, but also a self-starter, who takes initiative. Ability to establish and maintain good relationships and collaborate with others.

Signatures	
Original Signed August 6, 2019	
Date:	_____
Human Resources:	_____
CIO:	_____
GM:	_____