

APPLICATION SUPPORT AND DEVELOPMENT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: An incumbent in this class is responsible for performing or assisting in performing technical activities related to writing instructions (code), application program development, program and system testing, and business/systems analysis and design related to computer systems, systems maintenance and implementation in such areas as the design and development of database solutions (dynamic, transactional or interactive web sites) and department specific application programs. The work also involves responsibility for the installation, administration, testing and maintenance of hardware and software in use by an assigned County Department. The work is performed under the general supervision of the Assistant Director of Information Services (Application Development) or other higher-level designee with leeway allowed for the exercise of independent judgment and initiative with work projects. Supervision may be exercised over the work of subordinate technical staff. Does related work as required.

TYPICAL WORK ACTIVITIES: The typical work activities listed below, while providing representative examples of the variety of work assignments in the title, do not describe any individual position. Incumbents in this title may perform some or all of the following, as well as other related activities not described.

Performs coding, testing and debugging activities;

Writes and assists in writing computer programs based on previously developed and approved program specifications usually with user input;

Writes and tests procedures, parameters and other specifications required to implement computer systems usually with user input;

Develops or assists with the development of unit, component and system test plans usually with user input;

Participates in the development of detail application programming design(s) for an information system and ensures program(s) include security requirements and adequate access controls;

Consults with various Information Technology (IT) staff to help determine the most technically efficient approach to file design, on-line processing, database structure and data communication;

Implements new and revised systems;

Participates in post implementation review of applications for effectiveness, accomplishment of stated goals and compliance with existing controls and standards;

Conducts and participates in systems maintenance activities;

Conducts or assists in business/systems analysis and design;

Documents business systems or processes and may develop and administer transactional, dynamic, or interactive web sites or database systems to support IT applications;

Participates in meetings and discusses IT solution options with department management, users, vendors, consultants and IT staff and recommends appropriate system platforms for meeting program requirements;

Develops, prepares and assists with documentation preparation for the system, including procedural and technical documentation manuals for IT staff;

Installs, administers, tests and maintains hardware and software;

Responds to user “help desk” requests or referrals of computer related problems;

Participates in the selection process for hardware, software and maintenance services;

Assists in the preparation of procurement materials such as Requests for Proposal and evaluation of proposed solutions;

Deploys, configures, maintains and assists in developing and planning networked systems;

May provide and administer training in hardware and software technologies.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of principles and practices of computer system (software and hardware) operations and troubleshooting; good knowledge of IT business systems; good knowledge of the principles of computer programming; working knowledge of database administration; working knowledge of state-of-the-art computer security; ability to solve technology related problems; ability to communicate effectively, both orally and in writing; ability to establish and maintain effective working relationships; ability to read and understand technical manuals; ability to be flexible in scheduled work hours to meet the needs of the department; ability to work independently; initiative; tact; courtesy.

MINIMUM QUALIFICATIONS: Either:

- A. Graduation from a New York State registered or regionally accredited college with an Associate’s degree in Computer Science, Computer Information Systems, Management Information Systems or closely related field and two (2) years of full-time paid, or its’ part-time equivalent, technical experience in a computer center environment, one (1) year of which must have included application support and development experience; **OR**
- B. Graduation from high school, or possession of a high school equivalency diploma and four (4) years of full-time paid, or its’ part-time equivalent, technical experience in a computer center environment, one (1) year of which must have included application support and development experience; **OR**

C. An equivalent combination of training and experience as indicated above.

Note: Full-time study in a course leading to a Certificate in a particular area of computer study may be substituted for the above-listed experience, on a month-for month basis, however it may not be substituted for the one (1) year of experience which must have included application support and development as mentioned above.

ULSTER COUNTY
0199 APP S&D SP
Classification: Competitive
Grade: 17
Union: CSEA

Adopted: December 10, 2018