MADISON, CITY OF (WI) invites applications for the position of:

Applications Developer (IT Specialist 3)

**SALARY:**

- $31.66 - $38.04 Hourly
- $2,453.35 - $2,948.48 Biweekly
- $5,315.59 - $6,388.37 Monthly
- $63,787.10 - $76,660.48 Annually

**COMP. GROUP/RANGE:** 18/10

**JOB TYPE:** PERMANENT FULL TIME

**DEPARTMENT:** Information Technology

**OPENING DATE:** 06/20/16

**CLOSING DATE:** 09/18/16 11:59 PM

**GENERAL DESCRIPTION:**

RE-ANNOUNCEMENT*

*This position is being re-announced due to an update of the Training and Experience requirements.

Previously submitted applications will remain under consideration.

Prior applicants need not reapply.

This recruitment will remain open until the position is filled, however the first review of applications is expected to occur on or near July 15, 2016.

Are you looking for a career in Information Technology with great benefits? The City of Madison offers a competitive benefits package, including a generous leave package, a variety of insurance options at a low cost to employees, and non-traditional benefits such as a free City bus pass and flexible work schedules. A complete listing of benefits can be viewed through the following link: [http://www.cityofmadison.com/HR/documents/EmplBenefitsNonRep.pdf](http://www.cityofmadison.com/HR/documents/EmplBenefitsNonRep.pdf).

This is objective-level professional work in the development or support of automated management information systems. This work is characterized by the independent application of professional skills in providing standardized developmental or support activities, and/or serving as a contributing member on more diverse team efforts. Work is performed under the general supervision of a Principal IT Specialist and/or the general leadership of a senior level professional.

**EXAMPLES OF DUTIES AND RESPONSIBILITIES:**
Accela Development/Support:

- Analyze customer requirements via interviews, meetings, and observing existing practices;
- Perform administrative functions, such as setting up users, groups, etc.;
- Configure screens and workflows according to specifications;
- Perform quality assurance testing;
- Assist customers with training on usage of systems;
- Write reports by coding, scripting, or using tools such as Crystal Reports or SSRS;
- Write scripts using languages such as JavaScript, T-SQL, or others;
- Prepare both technical and user documentation as required;
- Troubleshoot problems by interacting with customers and other I.T. staff and coordinate resolution with appropriate staff;
- Provide phone and email support to citizens, external customers, and employees using online software applications.

Database Administrator Tasks:

- Establish process to ensure databases are backed up, and test backups, in accordance with application needs;
- Work with Network Administration Team to develop architecture to ensure high availability of systems according to application needs;
- Troubleshoot database outages as they occur, including after hours and weekends;
- Work with development team to set up appropriate backup and availability requirements when new databases and system are brought online;
- Install and configure new SQL servers;
- Deploy database change scripts provided by third party vendors;
- Determine the most effective way to increase performance, including hardware purchases, server configuration changes, or index/query changes, when performance issues arise;
- Manage database accounts and permissions following City's policies;
- Assist developers in troubleshooting database coding and design issues;
- Document the City's database environment;
- Maintain Database Policies and Guidelines;
- Perform continuous upgrade of database environment to stay current with supported versions of SQL.

Support for 3rd Party Software:

- Analyze customer requirements via interviews, meetings, and observing existing practices;
- Perform administrative functions, such as setting up users, printers, groups, etc;
- Configure screens and workflows according to specifications;
- Perform quality assurance testing;
- Train customers on usage of systems;
- Perform data conversion tasks, such as data mapping and writing code or scripts to reformat data as needed;
- Write, test and implement integration modules with other software;
- Write reports;
- Prepare documentation;
- Troubleshoot problems by interacting with customers and other IT staff (e.g. HelpDesk),
and coordinate resolution with appropriate staff or vendor;
- Serve as primary DBA support for MUNIS;
- Serve as back up support for Elite, RecTrac and TeleStaff;
- Adhere to standards, and ensure proper controls and security are within code modules.

**Report Writing Software Administrator Tasks:**

- Establish process to ensure reports are backed up, and test backups, in accordance with application needs;
- Work with Network Administration Team to develop architecture to ensure high availability of systems according to application needs;
- Install and configure new reporting servers;
- Determine the most effective way to increase performance including hardware purchases, server configuration changes, or index/query changes when performance issues arise;
- Manage reporting environment accounts and permissions following City’s policies;
- Assist developers in troubleshooting report coding and design issues;
- Document the City’s reporting environment;
- Maintain Reporting Policies and Guidelines;
- Perform continuous upgrade of reporting environments to stay current with supported versions;
- Serve as primary support for SSRS software;
- Serve as secondary support for Crystal Support software.

**Internal Administrative Tasks:**

- Include racial equity and social justice considerations in project and initiatives;
- Attend training on technologies as needed;
- Participate in team meetings;
- Perform recordkeeping functions;
- Participate in analysis meetings;
- Participate in on call rotation.

Perform related work as assigned.

**MINIMUM QUALIFICATIONS:**

**Knowledge, Skills and Abilities:**

- Thorough knowledge of a variety of software development tools and techniques including databases, scripting languages, reporting tools, browsers, and technologies specific to their area of responsibility.
- Thorough knowledge of desktop, server, and browser-based computer system technology (hardware and software) and its effective application.
- Thorough knowledge of computer system design and business process analysis.
- Working knowledge of management information system networking considerations.
- Ability to communicate effectively both orally and in writing.
- Ability to develop and maintain effective working relationships with internal staff and staff of other agencies.
- Ability to work independently.
- Ability to work with both users and project team members to resolve problems in a timely and effective manner.
- Ability to follow internal standards and practices.
- Ability to facilitate projects, recommend change and communicate methods.
- Ability to problem solve, apply logic, and perform process identification and systems thinking.
- Ability to learn new technologies that emerge and impact our systems, and resolve any problems involved in integrating them within our systems.
- Ability to resolve problems in a timely and effective manner, and to maintain an awareness of project deadlines and communicate project status, risks, and other issues.
- Ability to multi-task and prioritize responsibilities.
- Ability to work well under pressure.
- Ability to develop realistic estimates, establish realistic schedules and meet deadlines on a consistent basis.
- Ability to effectively participate in team efforts to improve/develop departmental programs and services.
- Ability to determine customer needs and define the scope of projects.
- Ability to exercise considerable judgment and discretion in completing assigned tasks.
- Ability to maintain adequate attendance.

**Technical Skills and Experience:**

- Knowledge or experience with RDBMS systems, such as Microsoft SQL. Knowledge of client/server and n-tier applications and issues related to it.
- Knowledge of Windows 7/8/10 desktop OS and database servers.
- Knowledge of the Microsoft Office Suite of products.
- Knowledge or experience with object-oriented and scripting languages such as T-SQL, JavaScript, PHP, .NET (VB or C#), and XML constructs.
- Knowledge of browser-based technologies such as HTML, CSS, Java, ActiveX, certificates, and browser compatibility issues a plus.
- Experience with Crystal Reports or SQL Reporting Services.
- Knowledge or experience with secure coding practices.

**Training and Experience:**

Six years of objective-level professional experience in application programming. An Associate's or Bachelor's degree in computer science or a related field may be substituted for two of the years of directly related experience. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

**SPECIAL REQUIREMENTS:**

Ability to meet the transportation requirements of the position.

Employees are expected to participate in on call rotation.

**Physical Requirements:**

Work is primarily sedentary in nature and performed in an office environment. Employees will be expected to use standard office equipment such as a telephone, computer, calculator, copier, and fax machine. Employees must have the physical strength, coordination and acuity inherent to set up, install and test computers as assigned. Employees may be expected to visit sites throughout the City in order to troubleshoot issues.
* The payroll title is Information Technology Specialist 3.
** The salary figures listed above become effective on July 3, 2016.

THE CITY OF MADISON IS AN EQUAL OPPORTUNITY EMPLOYER FUNCTIONING UNDER AN AFFIRMATIVE ACTION PLAN. WE ENCOURAGE MINORITIES, WOMEN AND INDIVIDUALS WITH A DISABILITY TO APPLY.

It is your responsibility to list all related jobs, correct dates of employment, average number of hours worked per week, etc. Be sure to place the complete job title on your application. If you wish to provide additional or supplemental information, please provide a resume in addition to the formal application. If you are still employed please indicate this. Failure to provide accurate and complete information may result in you not being considered for this position.

All applicants are notified by email of the status of their application in each selection process. Those applicants invited to exams will receive an email notice of the date, time, and location. Alternate exam dates/times are not available except in the case of an emergency. Emergency situations are reviewed on an individual basis. Conflicting work hours are not considered an emergency. Exams are job specific and are developed based on the duties to be performed and the criteria listed under the Knowledge, Skills and Abilities section of the job announcement. Exam results are generally available within 2 weeks of the exam, and will be emailed or may be accessed through your NEOGOV account. Due to the volume of exams given by our office, exam scores are not available via telephone.

As an employer, the City of Madison places a strong emphasis on customer service and strives to provide a working environment where: Engagement and equity are supported; Diversity and differing opinions are valued; Teamwork and open and honest communication are encouraged; Meeting customer needs through quality service is a common goal; Creativity is encouraged; Continuous learning and improvement is fostered. Come be a part of the team!

APPLICATIONS MAY BE FILED ONLINE AT: http://www.cityofmadison.com/hr

Position #2016-00208
APPLICATIONS DEVELOPER (IT SPECIALIST 3)

210 Martin Luther King Jr., Blvd.
CCB Rm 501
Madison, WI 53703
608-266-4615

hr@cityofmadison.com
Applications Developer (IT Specialist 3) Supplemental Questionnaire

* 1. Please indicate which of the following languages, development, reporting tools and products that you yourself have used. In the next question you will be asked about your level of expertise with each of these.

- T-SQL
- VB.Net
- C#.Net
- JAVA
- JavaScript
- SQL DBMS
- Oracle DBMS
- Crystal Reports
- SSRS
- SharePoint
- Browser Support
- Point of Sale Systems
- Recreation Management Systems
- Financial Software
- Licensing and Permitting Systems
- Asset Management Systems

* 2. Please indicate your level of experience with each of the items listed in the previous question using a scale of 0 to 5, with 0 being no experience and 5 being an expert.

* Required Question