

# CCC INFORMATION TECHNOLOGY SOLUTION DEVELOPER, SME

Job Code	Pay Grade
18458	150

## Nature of Work

This is responsible professional work involving the technical solution development and support of the Clerk of the Circuit Court and Comptroller. An employee in this classification analyzes, evaluates, recommends, designs and develops technical solutions to problems and participates in implementing, supporting and documenting technical and business systems. The incumbent analyzes, evaluates, and recommends technical solutions to problems and participates in implementing, supporting and documenting technical and business systems. Additional duties may include system administration, user training, documentation, procedures, and report preparation. Work requires exercising independent judgment and the ability to deliver creative solutions to a wide range of administrative, technology, business, and organization issues or problems in various information systems. Work is performed under the leadership of the Operations Department Head or designee.

## Minimum Qualification Requirements

- At least 6 years experience with prior technical leadership in the position's assigned subject matter areas and disciplines including both general knowledge and advanced expert proficiency in up to 2 or more of the following areas: Oracle Enterprise Resource Planning (ERP) System, Oracle Enterprise Business Suite, Case Management System, Enterprise Content Management, Oracle Business Intelligence, Microsoft Business Intelligence Solutions, ETL Management, Hyperion (Planning and Budgeting), Middleware Management, Application Design, Application Development (Client/Server and Web), Database Administration, Quality Assurance, Project Management, Document Management, Collaboration tools Management, Process Improvement/Innovation Management, and Digital Systems Management.
- Associate's degree in Management Information Systems, Computer Science, Information Technology, Engineering or related field and 4 years' experience as described above; or
- Bachelor's degree in Management Information Systems, Computer Science, Information Technology, Engineering or related field and 2 years' experience as described above; or
- An equivalent combination of education, training, and/or experience as described above.

## Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Candidate to demonstrate competence and/or possess certifications in one or more IT functions.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

## Illustrative Tasks (These are examples and are not all inclusive.)

- Defines application or system problem by conferring with business operations leaders and staff; evaluating procedures and processes.
- Develops solution by preparing and evaluating alternative workflow solutions by applying problem solving and decision making skills.
- Creates or assists in creating requirement documents and other such materials relating to new systems or reworking existing systems.
- Develops program specifications; adapts, integrates, codes, tests and debugs programs; and is responsible for executing several components of the development life cycle.
- Resolves highly complex and multi-faceted problems by providing guidance and direction to others who design and implement solutions.
- Ensures defect free programming by testing and debugging using available/appropriate tools and participate in reviewing peer coding.
- Delivers effective and efficient solutions by meeting key project milestones and overall project deliverables on time, within budget, and adhering to development and quality standards

# CCC INFORMATION TECHNOLOGY SOLUTION DEVELOPER, SME (continued)

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## Illustrative Tasks (continued)

- Applies Solution Delivery Life Cycle (SDLC) process to deliver solution that meet or exceeds our partners expectations.
- Performs Quality Assurance procedures to deliver a high quality solutions.
- Performs systems research, logic designs and programming; prepares systems flow diagrams; develops record layouts; designs forms and specifications; develops systems procedures; prepares computer programs; designs systems enhancements.
- Acts as technical subject matter expert developer for solutions, which may involve computer systems hardware and software.
- Demonstrates leadership that fosters commitment, team spirit, pride and trust through mentoring. Uses interpersonal skills to influence and inspire others to follow. Facilitates and fosters open communication and cooperation within the organization and with customer groups to build an effective team environment.
- Acts as a catalyst for organizational change that fosters a quality of service essential to high performance.
- Manages, and performs daily activities and multiple complex projects under the discipline of defined departmental business processes.
- Takes ownership of complex cross-sectional problems and leads a team to resolution.
- Communicates effectively, both verbally and in writing, to peers, management and customers at various levels of the organization. Prepares and delivers presentations regularly to various audiences using clear, concise and effective communication.
- Accomplishes information systems and organization mission by completing related tasks as assigned.

## Knowledge, Skills, and Abilities

- Seasoned developer with strong Microsoft Dot Net VB and C# and/or Oracle Application Development Framework (ADF), Oracle Forms and Reports 12i, Microsoft SSRS and SSIS/SSAS, OBIEE development. Extensive experience working with Microsoft SQL Server 2008 R2 and up and Oracle databases
- Ability to understand and acquire new technical skills
- Strong analytical and problem solving skills and attention to detail
- Ability to multi-task, and work effectively in a fast-paced team environment with minimal supervision
- Ability to use and apply reference materials to research and solve problems.
- Ability to direct others to implement new and novel technologies.
- Ability to recommend changes to improve operational efficiencies.
- Ability to prepare and deliver effective presentations at all levels of the organization.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to establish and maintain effective working relationships with partners.

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Created	EEOC Code	Overtime Code
9/14	Professionals	Exempt