

JOB DESCRIPTION
San Diego County Office of Education

SENIOR DEVELOPMENT ANALYST

Purpose Statement:

Under general direction, the Senior Development Analyst enhances the functionality, development, and implements enhancements to the San Diego County Office of Education (SDCOE) systems in multiple business applications in Cloud/3rd party application platforms, in-house web applications, and in business applications in the areas of finance, payroll, human resources, and educational and IT service management.

Diversity Statement

Because each person is born with inherent worth and dignity, and because equitable access and opportunity are essential to a just, educated society, SDCOE employee commitments include being respectful of differences and diverse perspectives, and being accountable for one's actions and the resulting impact.

Representative Duties:

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties.

Essential Functions:

- Develops software programs as assigned such as ServiceNow and related applications, including creating portals/pages, scripting tools, configuration of functionality, and utilizing development tools/language within an application platform.
- Codes and configures program instructions for applications that are cloud based, 3rd party software, or developed in-house, including Windows application, web-based application, mobile application, Web-application-platform, and API integration.
- Provides regularly released updates or upgrades for assigned platforms, written in specific service platform language, or 3rd party software.
- Works collaboratively to determine and develop business requirements into software application systems.
- Works to determine best processes within the assigned application to ensure optimal efficiency, including business processes and/or IT service management processes.
- Reviews and revises design for usability, prepares use case scenarios, and unit tests to ensure quality of delivery.
- Develops knowledge in applications, configuration, and programs for SDCOE software applications and systems.
- Uses requirements or use cases to determine configuration for application, databases, and integrations.
- Follows application software development lifecycle standards.

- Follows standard software release processes for changes and enhancements to applications.
- Prepare technical instructions for technical documentation for application design, specifications, releases, and user documentation.
- Prepares application tests, conducts testing of application, audits test results and corrects errors in development programs for code, configuration, or application program.
- Performs system and integration testing with sample and live data in a variety of environments.
- Prepares and maintains program and project documentation.
- Works with end users to review test results to ensure system functionality is as expected. Analyzes, designs, and implements cloud and/or software applications.
- Detects and resolves software application defects or problems.
- Trains users and conducts user training sessions.
- Researches emerging technologies and stays current on application software, configuration, versions, languages, and tools for SDCOE application software.
- Collaborates with others on technologies and tools and reports findings to supervisor.
- Maintains privacy of information.
- Coordinates scheduling and execution of software updates, product upgrades, and new deployments.

Other Functions:

- Perform other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications:

Knowledge and Abilities

KNOWLEDGE OF:

Thorough knowledge of principles and techniques for web development, development for relation database 3rd party systems, and/or development/technical tools for cloud hosted applications;

Systems design and programming as they pertain to various application platforms;

Various application knowledge of other appropriate programming languages;

Database and network communications;

Thorough knowledge to design and develop following software development lifecycle standards;

Secure software development, database management systems and standards;

Principles of project management, incident management, and testing management;

Web development and languages;

Web-based platforms, such as ServiceNow, Adobe Sign, Azure Cloud, and PeopleSoft;

Familiarity with: Agile programming methodologies;

Use of programming languages, such as R or Python, .NET, C#, Angular, SQL Reporting Services, SQL, MySQL, JavaScript, JSON, HTML, CSS, jQuery, XML, and other standard and/or evolving technologies;

ServiceNow system and IT Service Management;

ServiceNow configurations and processes.

ABILITY TO:

Translate business needs into system requirements;

Learn new technologies/concepts;

Determine if a business or IT process is a good fit with ServiceNow's platform capability;

Research ServiceNow capabilities and functions and apply knowledge learned to design and set up system;

Provide customer focused and collaboration to all assigned projects;

Make effective technical presentations to individuals and groups;

Troubleshoot issues through logical analysis and devise creative and effective solutions;

Establish rapport and build effective working relationships;

Communicate effectively and persuasively orally and in writing;

Apply strategic thinking to deliver innovative and efficient solutions;

Organize and prioritize work;

Exercise appropriate judgment in making decisions;

Maintain confidentiality of information.

Working Environment:

ENVIRONMENT:

Duties are typically performed in an office setting.

May be designated in an alternate work setting using computer-based equipment to perform duties.

PHYSICAL ABILITIES:

Must be able to hear and speak to exchange information; see to perform assigned duties; sit or stand for extended periods of time; possess dexterity of hands and fingers to operate computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files; lift light objects. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Education and Experience:

Education: Bachelor's degree in computer science, information systems, or related field; and

Experience: Three (3) years' work experience in software development and configuration required, including hands-on experience in implementation and migration of a web-based platform, and experience developing customized use in a web-based platform. Previous ServiceNow and web-based platform development experience strongly preferred; or

Equivalency: A combination of education and experience equivalent to bachelor's degree in computer science, information systems, or related field; and three (3) years' experience in software development and configuration is required, including hands on experience in implementations and migrations of a web-based platform, and experience developing customized use in a web-based platform. Previous ServiceNow and web-based platform development experience strongly preferred.

Required Testing

N/A

Certificates, Licenses, Credentials

Valid California Driver's License

Continuing Educ./Training

N/A

Clearances

Criminal Justice Fingerprint/Background Clearance

Physical Exam including drug screen

Tuberculosis Clearance

FLSA Status: Non-Exempt

Salary Grade Classified Support, Grade 071

Personnel Commission Approved: March 16, 2022

Revised: 04/2023