Classification: Computer Information Technologist III
Application Development and Support
Title Code: V08003
Pay Range: 28

POSITION SUMMARY:

This is an advanced position providing technical and professional consultative work in the development and support of application solutions to support the Missouri State Highway Patrol's (MSHP) infrastructure, to include internal clients, external law enforcement agencies, and public/private sector entities. An employee in this position will serve on a cross-functional team utilizing agile scrum methodology to analyze, design, code, integrate, test, deploy, and maintain multi-tier applications. Work includes application services through the software development life-cycle, as well as continuous monitoring, evaluation, and implementation of updates, industry standards, and best practices, while removing any possible security exploits. Work includes progressive assimilation into various roles within the cross-functional team (i.e. integration specialist, software architect, tester, quality assurance, subject matter expert, and technical support). Work is performed independently under general supervision.

DESCRIPTION OF DUTIES PERFORMED:
(Any one position may not include all of the duties listed nor do the listed examples include all tasks which may be found in positions of this class.)

Employing the agile scrum methodology and framework, an employee of the Application Development and Support Section will perform the following:

Utilizes software language(s) and software development tools best suited to code applications and perform code base revisions and extensions, in accordance with defined product and spring backlog(s).

Develops and supports data warehouses and reporting services.

Assists in providing support of the Geographic Information System (GIS) server and services infrastructure, to include: web services, applications, interactive web mapping, and data.

Develops database designs to support application solutions, as well as mockups to outline scrum artifacts.

Performs black box and white box testing in conjunction with requirement specifications and detail design.

Engages in initial sprint planning meetings to assist in negotiating the product backlog and developing the sprint backlog, to include the compilation of user stories.

Assists in providing application and database support, to include: investigating technical issues, software failures, performance issues, system bug reports, implementing needed code changes and needed statutory updates, adding new fields, updates, modifications, normalization, and de-normalization.

Participates in daily scrum meetings to assess the sprint backlog and organizational impediments, as well as participates in backlog refinement meetings to assess and/or modify the scope and/or plan for an application solution.

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Assists in evaluating cross functioning applications, application retirements, and end-of-support/legacy systems, and assists in developing recommendations as to their future support and integration with current applications.

Assists in researching, evaluating, and pursuing new technologies, software development practices, and concept designs for application services, and assists in developing recommendations as to their integration within the unit.

Documents and develops support manuals on applications for future development, maintenance, and knowledge transfer, to include: server environments, business rules, databases/files, troubleshooting, application installation, and code deployment.

Assists in creating ad-hoc reports, as well as modifying and/or correcting any existing ad-hoc report errors.

Engages in sprint review meetings and sprint retrospectives for future sprints and development of the team.

Performs other related work as assigned.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Considerable knowledge of the principles of computer programming and systems analysis, design, testing and documentation as it relates to the agile scrum methodology, concepts, and practices.

Considerable knowledge of the general operating principles and capabilities of computer hardware and software.

Considerable knowledge of software development languages and software development tools.

Considerable knowledge of information technology platforms.

Considerable knowledge of database management systems.

Considerable knowledge of the principles of project management as it relates to the agile scrum methodology, concepts, and practices.

Considerable knowledge of continuing trends and developments in software development languages and tools.

Working knowledge of the agency's functions and inter-relationships.

Working knowledge of the information strategic planning process.

Working knowledge of the systems management process.

Possess successful time management techniques.

Possess good organizational skills.

Ability to effectively coordinate/organize projects involving multiple organizations and/or groups.

Ability to learn and apply agile scrum methodology successfully in project management and application support.

Ability to comprehend, analyze, diagnose, and effectively modify applications and/or their programming.

Ability to prepare and maintain standards, policies, procedures, guidelines, and technical manuals.

Ability to respond quickly, and effectively, in critical situations.

Ability to handle restricted and confidential information in a professional manner and maintain the information as such.

Ability to communicate in English clearly and concisely, both orally and in writing.

Ability to establish and maintain harmonious working relations with others.

Ability to work with material that may be of a sexual nature relating to criminal activity (e.g., written material, photographs, and/or verbal language, etc.).

Ability to work hours as assigned.

MINIMUM EXPERIENCE AND EDUCATION REQUIRED:
(The following represents the minimum qualifications used to accept applicants, provided that equivalent substitution will be permitted in case of deficiencies in either experience or education.)

Possess a Bachelor's degree from an accredited four-year college or university with at least fifteen (15) semester hours in computer science, computer information systems or closely related areas; AND two years of experience in one or more of the following areas: application development/support, business/systems analysis, communications technologies, network technologies, information technology security, databases, system programming, end user support, and/or web technologies.

OR

One year of experience as a Computer Information Technologist II in the Application Development and Support Section.

FLSA STATUS: Non-Exempt

WORK SCHEDULE: An employee in this position works an eight-hour shift as directed; however, working hours are subject to change at the discretion of the commanding authority.