Title: SENIOR APPLICATION ENGINEER

Approved:

GENERAL STATEMENT OF DUTIES: Performs responsible work implementing cost effective software solutions that increase the productivity of New Castle County personnel and provide citizens with the best possible access to county services and resources.

DISTINGUISHING FEATURES OF THE CLASS:
An employee in this class performs complex technical work in project planning and design, vendor management, software installation, upgrade and configuration coding, report writing, database programming and administration, system documentation, system integration, system testing and end user support and training. The Senior Application Engineer will report to an Information Systems Manager and work closely with an Application Solutions Coordinator and other technical staff to deliver both 3rd party vendor supplied and custom software solutions.

EXAMPLES OF WORK: (Illustrative only)

-        Work with end users to identify the appropriate software solutions to meet their business needs and to gather requirements.
-        Planning and design also involve the creation any appropriate documentation that will allow for effective communication with vendors, management, technical staff and end users.
-        Works with vendors to understand a software solution's architecture, gather requirements, supervise activities and deliverables, work with management during contract negotiation.
-        Act as a technical liaison between vendors and end users.
-        Develop solutions which integrate or bridge the gap between various software systems.
-        Install, deploy and upgrade both server-based and client-based software components, plan for the rollout of software and upgrades that minimize downtime and for the distribution of client-based software. Configure customizable software features and provide the appropriate end user access to software features.
-        Develops and enhances custom solutions such as Web Applications, Windows Applications and Web Services using high-level object-oriented programming languages (such as Microsoft C#.Net).
-        Develops custom reports using popular Business Intelligence and reporting tools (such as SQL Server Reporting Services) and writes complex SQL queries.
-        Administer relational databases and write programs that utilize relational databases (such as Oracle and Microsoft SQL Server), create database views, stored procedures.
-        Maintain the documentation required to install, maintain, and support both vendor and in-house software solutions;
-        Create an appropriate plan for effectively testing new software and upgrades before deploying to production;
-        Assist end users with reported system problems and system operation, administer end user access to software systems, train end users and coordinate vendor training of end users.
-        Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service.
-        Operates a personal computer, and other related equipment in the course of the work.

CLASS SPECIFICATION

Title: SENIOR APPLICATION ENGINEER

Approved:

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Knowledge and understanding of software development concepts; knowledge and understanding with IP based computer networking; knowledge and understanding of relational databases; must possess strong written and verbal communication skills. Ability to supervise others, the ability to prepare comprehensive reports; ability to pass a Class III County physical examination.

ACCEPTABLE EXPERIENCE AND TRAINING: At least three years systems technical experience supporting multi-tier software systems developed by third parties, completion of a standard high school course or GED certificate program, preferably possession of a Bachelor's Degree from an accredited college or university of recognized standing with major course work in computer science, information systems, or a related field; or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities.

HISTORY OF REVISIONS:

Established:	Circa 1973
Revised:	Circa 1974
Revised:	Circa 1981
Revised:	07/01/1987
Revised:	06/12/1989
Revised:	03/14/1995
Revised:	09/10/1996
Revised:	03/01/2000
Revised:	04/06/2004
Revised:	03/26/2021