



JOB DESCRIPTION

TITLE: IT APPLICATION INTEGRATOR
STATUS: Union/Non-exempt
GRADE: 16

JOB SUMMARY:

The incumbent is responsible for providing business application management, web technology maintenance, system integration development, software development, application portfolio management, escalated support, and maintaining vendor relationships.

REPORTING RELATIONSHIPS:

This position reports to the Information Technology Manager. This position does not supervise other positions.

ESSENTIAL DUTIES include the following:

- Install, configure and integrate commercial software packages and components to meet specifications;
- Debug software and scripts;
- Troubleshoot and resolve integration errors;
- Testing and evaluating new programs;
- Maintaining and upgrading existing application systems;
- Code and test software based on software specifications and design;
- Monitor application system performance to ensure proper operation;
- Identifies data gaps, errors, anomalies, inconsistencies, and redundancies by analyzing the content, structure, and relationships within data;
- Define, develop, and implement automation of data integration and processes;
- Develop and maintain data integration components such as SQL queries, stored procedures, data extraction and cleansing, and integration with system front end components;
- Build reports and/or data extracts to support business analysis;
- Ensure Data Quality and Data Integrity is maintained;
- Integrate desktop mapping, display and query tools with centralized database interface applications;
- Assembles graphics data, mapping and data for water and sewer utilities, and capital projects including developer extensions;
- Establishes and maintains District mapping systems relative to water and sewer infrastructure;
- Investigates and resolves application functionality related issues;
- Provides business software application customer support, including troubleshooting and problem resolution;
- Provides quality customer service response to phone calls or emails;

- Identifies modifications needed in existing applications to meet changing user requirements;
- Configures packaged software to meet business user needs;
- Tests new releases and patches for District's packaged software;
- Provides technical expertise and recommendations in assessing IT software projects and initiatives to support and enhance our existing District business systems;
- Makes recommendations for new business systems or enhancements to current business systems applications;
- Identifies opportunities that can improve efficiency of business processes;
- Provides assistance and advice to business users in the effective use of applications and information technology;
- Provides database administration in live and test environments;
- Writes technical procedures and documentation for new and existing applications including operations, user guides, etc.;
- Assists in the creation of the system design and functional specifications for all new development projects;
- Collaborates with business units to assist in addressing and resolving business software issues and concerns;
- Remains proficient in current computer technology;
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge:

- Extensive understanding of databases, data processing, and enterprise software applications;
- Technical knowledge of systems networking, databases and Web development and maintenance;
- Background in database design in Microsoft SQL and Access;
- Background in Microsoft .NET, Java, Visual Basic, Excel, Word, Outlook and HTML;
- Proficiency with Microsoft Office Products, Microsoft Visio, and Microsoft Project; and
- Working knowledge of public utility business systems (e.g., Utility Billing, Geographic Information Systems (GIS), Maintenance Management Systems) would be an asset.

Skills:

- Strong business systems analysis and problem solving skills; ability to visualize a problem or situation and think abstractly to solve it;
- Personable manner and helpful attitude; good interpersonal skills and ability to work well with others;
- Ability to effectively troubleshoot computer software problems;
- Ability to take initiative, prioritize, meet deadlines, and manage change;
- Proven ability to be flexible and work hard, both independently and in a team environment, in a results-oriented, on-call environment with changing priorities; and
- Ability to communicate effectively verbally and/or in writing.

Experience/Education: Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and abilities required to effectively perform the job. A typical way to obtain the knowledge and abilities would be a technology related bachelor's degree and three years of related experience. Certification(s) in programming and development is preferred.

WORKING CONDITIONS:

Duties are primarily performed in an office setting with travel to work sites throughout the District. The position has exposure to electrical currents and work space that restricts movement.

PHYSICAL REQUIREMENTS:

This position typically requires climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, fine motor skills, talking, hearing, seeing and repetitive motions.

Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District.

CLASSIFICATION HISTORY:

Draft prepared by Pacific Technologies, Inc.:	May 2009
Job description approved by Board:	June 15, 2009
Pay Grade Increased to Pay Grade 15:	January 1, 2014
Supervisor Changed:	July 11, 2018
Revised: Updated Title / Description / Duties:	May 10, 2019
Pay Grade Increased to Pay Grade 16:	January 1, 2020