Classification Description

Job Title: **Application Development Specialist II** **Pay Grade:** **TB040**

Job Code: **T018** **FLSA Status:** **Exempt**

Job Purpose

This position provides advanced application development and technical support to all areas of the College. Work includes gathering complex application development requirements from customers and translating those requirements into the programming needed to produce software applications and integrations. This position plays a key role in designing, developing and automating systems processes to support effective and efficient operations.

Responsibilities include, but are not limited to, advanced application development, programming, administration, primary support, maintenance, security and implementation for third-party applications that are integrated into the College's ERP system, as well as stand-alone applications. Systems include but are not limited to, Banner, Portal, Workflow, Xtender, Evisions, and Canvas.

General Responsibilities

Essential Functions

Maintains assigned applications for the College which includes new enhancement identification, development and implementation, troubleshooting system and operation problems, and administers coordination of solution with all users and Information Technology.

Identifies, develops and implements enhancements related to the third-party applications; coordinates solutions with end users and administers the applications.

Develops, programs, supports, and maintains the integrations with the College's ERP system (Banner).

Leads projects for Information Technology including revisions to the system integrations, Banner workflow, process improvements, and other data and information needs.

Designs and develops project plans facilitating implementation; identifies solutions to problems and facilitates resolutions.

Identifies, develops, and implements complex workflows for the College; troubleshoots user errors in Workflow; creates complex workflow components and models.

Assists in the development and testing of integration components to Banner/Oracle database.

Develops and maintains Enterprise Systems documentation.

With the functional administrators, establishes and maintains user profiles and security for the College's third-party applications. Grants and tracks access in support of, and at the direction of, the functional/IT area administrators.

Schedules, coordinates, reviews and applies product upgrades and enhancements and advises users of impact.

Designs, analyzes, codes, documents, and implements applications that support, enhance and integrate with the College-wide enterprise application suite.

Serves as the liaison between the functional area and Information Technology in developing new information initiatives and maintaining/troubleshooting current systems and applications.

Creates and maintains custom scripts for the College LMS. This includes developing, testing, documenting and maintaining scripts used in the College LMS.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

Knowledge, Skills and Abilities

Minimum Qualifications

Bachelor's degree from a regionally accredited institution of higher education in Information Technology, Computer Science, Information Systems, or related field.

Three (3) years of related full-time professional work experience. Appropriate combination of education and experience may be substituted.

Demonstrated experience using a personal computer, office software such as MS Office and electronic mail.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.

- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical:	Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.
Environmental:	Normal general office.
Mental:	Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: December 12, 2014. Revised: September 01, 2020, and June 7, 2023, January 30, 2026 (r).