



Classification: Computer Information Technologist I
Application Development and Support
Title Code: V08001
Pay Range: 22

POSITION SUMMARY:

This is an entry-level 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 under close 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:

Assists in utilizing 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).

Assists in developing and supporting 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.

Assists in developing database designs to support application solutions, as well as mockups to outline scrum artifacts.

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

Assists in performing quality assurance and testing in conjunction with requirement specifications and detail design of an application.

Assists in documenting and developing 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 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.

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Participates and 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.

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.

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 creating ad-hoc reports, as well as modify and/or correct any existing ad-hoc report errors.

Participates and 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:

Working 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.

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

Knowledge of software development languages and software development tools.

Knowledge of information technology platforms.

Knowledge of database management systems.

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

Knowledge of continuing trends and developments in software development languages and tools.

Knowledge of the agency's functions and inter-relationships.

Knowledge of the information strategic planning process.

Knowledge of the systems management process.
Possess successful time management techniques.

Possess good organizational skills.

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

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

Ability to learn 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 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) credit hours in Computer Science, Computer Information Systems, Information Technology, or related field.

OR

One year of experience as a Computer Information Technologist Trainee 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.