



**Orange County Department of Education
Human Resources Department
Classified Management Class Specification**

Software Solutions Engineer

**Class Code: 1486
Work Days: 225**

GENERAL PURPOSE

Recommend, design, develop, and implement software solutions for simple, moderate, and complex business problems and requirements; design and create software specifications; gather data and analyze business and user needs in consultation with both managers and end-users; coordinate and collaborate with technical teams; identify and facilitate problem resolution with functional and technical groups; collaborate with other stakeholders to ensure software solutions are aligned with business requirements; and provide responsible support to higher level management staff.

SUPERVISION RECEIVED AND EXERCISED

1. Receives direction from higher level management staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

This position description is intended to describe the general nature and level of work performed by an employee assigned to this position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with this position. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

1. Recommend and assist in the implementation of goals, objectives, and strategic plan; establish schedules and methods for providing specialized services; implement policies and procedures.
 2. Provide technical support for all internally developed business applications including payroll, retirement, time attendance, human resources, employee information system, credentials, bank reconciliation, fund management, and financial applications.
 3. Analyze procedures and data to develop logical solutions to complex business software applications.
 4. Recommend, design, and develop complex software solutions and supporting hardware and software.
 5. Analyze data using Structured Query Language (SQL).
 6. Design, develop, and maintain reports using application reporting tools.
 7. Consult and collaborate with staff to review, develop, and implement new or updated procedures, software applications, and user documentation.
 8. Conduct meeting with customers and transform requirements into effective software solutions.
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ESSENTIAL FUNCTION STATEMENTS (cont.):

9. Define project scope, objectives, and critical target dates.
10. Develop, coordinate, and implement plans to test business and functional processes during software development.
11. Work with school districts and OCDE personnel to problem solve and develop solutions for complex business concerns.
12. Evaluate new software applications.
13. Independently perform complex analysis to determine software solution requirements and issue resolution.
14. Define and document application requirements for computer application enhancements.
15. Provide project management, oversight, leadership, and support.
16. Coordinate the implementation of software updates working with internal organization personnel.
17. Work with software vendors to understand, configure, enhance, and support application software products.
18. Configure, test, and document software solutions to ensure their successful implementation and ease of maintenance.
19. Coordinate, schedule, and verify results of application utilities executed to support business applications and procedures.
20. Research new software solutions, features, and tools.
21. Follow established database standards and procedures.
22. Follow security standards as defined by the IT Division.
23. Keep up-to-date on emerging software/security solutions, technologies, and methodologies; attend training classes as necessary.
24. Provide expert functional and technical support.
25. Develop documentation for business software applications.
26. Keep up-to-date on emerging technologies and methodologies, and attend training classes as necessary.
27. Must demonstrate attendance sufficient to complete the duties of the position as required.
28. Perform related duties similar to the above in scope and function as required.

QUALIFICATIONS (KNOWLEDGE, SKILL, ABILITY REQUIREMENTS)

Knowledge of:

1. Advanced methods and techniques of Structured Query Language (SQL).
2. Advanced methods and techniques of databases.

Knowledge of (cont.):

3. Advanced methods and techniques of reporting and analytics tools.
4. Project management and reporting.
5. Crystal Reports and Business Objects Web Intelligence.
6. Concepts and principles of complex integrated business applications, such as Financial Accounting, Human Resources, Credentials, Benefits, Payroll, and Time Attendance.
7. Theories and applications of computer sciences.
8. Principles and practices of system testing, analysis, and security administration.
9. Methods and techniques used to provide specifications, design, develop, test, and implement applications.
10. Methods and techniques of evaluating business requirements and developing information systems solutions.
11. Principles and practices of programming languages.
12. Methods and techniques of developing application technical manuals and documentation.
13. End user device operating systems.
14. Microsoft Office products.
15. OCDE business applications and processes.

Ability and Skill to:

1. Provide project oversight and support.
2. Manage multiple competing priorities efficiently and effectively.
3. Interpret the organizational and division strategic plan and create relevant goals and plans for assigned areas.
4. Establish and maintain effective working relationships with various constituencies.
5. Understand, interpret, and explain laws, codes, contracts, regulations, policies, and procedures.
6. Prepare clear and concise correspondence, reports, and other written materials.
7. Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
8. Communicate clearly and concisely, both orally and in writing, in English; present information effectively in front of both large and small groups.

Education, Training and Experience:

A typical way of obtaining the knowledge, skills, and abilities outlined above is Bachelor's degree from an accredited college or university with major course work in business and computer related fields and four (4) years of experience in in the understanding of business functional areas, business management issues, and extensive experience in the areas of business applications analysis, and advanced data analysis/reporting.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this job, employees are regularly required to bend, stoop, push, pull, grasp, squat, twist, kneel, walk, sit, and reach to access materials or equipment and complete other tasks as assigned; lift and carry up to 25 pounds; and lift from ground, waist, chest, shoulder, and above shoulder level. The position may include occasional need to traverse uneven surfaces.

Employees in this classification are to be able to travel countywide to a variety of sites within a reasonable time frame; read written and electronic materials; communicate clearly in person, on the phone, and via email; and operate all required equipment.

Mental Demands

While performing the duties of this class, employees are regularly required to use written and oral communication skills; read and interpret information; analyze and solve problems; use mathematical reasoning; make observations; learn and apply new information or skills; perform highly detailed work; work on multiple, concurrent tasks with frequent interruptions; work under intensive deadlines and meet productivity requirements; and interact successfully with various groups of people encountered in the course of work.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee typically works in an office environment that is fast paced with high pressure.