PURPOSE

This position is responsible for full, life-cycle software application development for systems that support student housing, food services and campus card activity campus wide. In addition to creating new products, the incumbent will identify, troubleshoot and resolve issues related to existing complex applications.

RESPONSIBILITIES

40% Software Development

- Work as member of a project team to develop, integrate and implement applications that support several functional units, including (but not limited to) resident housing, food services, campus card, catering, and conference services, as well as limited support for human resources and financial units.
- Develop the technical design specifications for the application, interface, integration, module, web page or process to be created or modified. Also create the time estimates for the work that will need to done to complete the project. Create the technical documentation for the new applications, interfaces or web sites. Actively participate in design reviews. Actively participate in code reviews.
- Design, plan and implement modifications and upgrades for the IT development infrastructure and tool sets.
- Research trends and new technologies to facilitate the evolution of coding and development standards for in house software creation.
- Perform software modelling and proof of concept in the software development process.
- Knowledgeable about the various business units to help evaluate and consult on possible solutions to resolve business issues.
- Develop and maintain the coding standards documentation for the unit.
- Responsible for modifications and enhancements for current applications, interfaces, web sites and internal processes.
- Utilize the Change Request process to deploy software to production servers. Deployment includes new application code or code that has been modified to accommodate a service request or resolve a reported incident.
- Perform software testing and quality assurance, including the development of test plans and test cases for the software development cycle.
- Web and desktop application development using programming languages and libraries including: C#, .NET Core, Powershell.
- Design and development experience with Web Services/APIs and their applicable security models (REST, .NET Core, NODEJs, JSON).
- Manage performance tuning, improvement, balancing, usability and automation of existing applications.
- Integration of acquired software application data with existing systems/applications data.
- AZURE or AWS Code development Web services, Web apps and micro services
- Use and maintain Github code repository in associate with Jenkins deployment software

40% Database Development

- Able to write SQL, TSQL code or “R” or Python
- SSIS and SSAS package development in a SQL server environment
- Writing transaction SQL and Stored Procedures to support application code development
10% Support and Maintenance

- Work as a member of a team to develop, plan and implement enhancements/upgrades to current applications, interfaces, integrations, web sites or internal tools. Modify and maintain the documentation associated with the upgrades or enhancements of the software.
- Resolve Incident work orders that are reported by the HFS internal customers in a timely fashion. Document the resolution.

10% Other Duties

- Participate in department functions that enhance student life.
- Continuing education keeping up with industry trends.

IMpact to the university
Efficient systems promote the fiscal health of the department and successful delivery of service to our student customers.

Position Complexities
HFS maintains complex software applications that are required to manage housing occupancy, our debit card, point of sale, conference management and financial management systems. The majority of these systems interface with University systems and other applications internal to HFS. Work performed in this environment must meet University as well as HFS requirements.

Working Conditions
Traditional IT office environment with requirement for flexibility in working unique shifts and extended hours, including on-call to support 24-hour operations.

Supervision Responsibilities
None

Reports To
Manager – Technical Manager for Applications and Database Administration

Minimum Qualifications
Bachelor’s Degree in Computer Science or a related field plus a minimum of two years of experience that demonstrates proficiency and successful experience with:
- Database platforms such as Oracle and MSSQL Server, SQL Anywhere and Transaction SQL script and procedures.
- Experience with Visual Studio development environment.
- Github code repository and Jenkins code deployment software
- Proven skills for creating and maintaining documentation for the processes that are developed.
- Strong communication interpersonal skills along with the ability to work independently with minimal supervision.

Desired Qualifications

Revised by: 3/11/21
Updates: MS
• Knowledge of object-oriented programming and object-relational mapping (ORM)
• Experience with Shibboleth or other federated software package to allow single sign on.
• Experience with ETL tools and create interfaces between databases (data sets).
• Experience with cloud analytics and powerapps.

CONDITION OF EMPLOYMENT

A satisfactory outcome from employment verification and reference check processes is required prior to hire.

CONTACTS AND INTERACTIONS

<table>
<thead>
<tr>
<th>Contact with:</th>
<th>Purpose of contact: (e.g.: exchange information, counsel, negotiate)</th>
<th>Frequency: (e.g.: monthly, weekly, daily)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Heads of Major Administrative Departments (Deans, Directors, Assistant VP’s)</td>
<td>As needed technical support for the Director of Housing &amp; Food Services.</td>
<td>As needed</td>
</tr>
<tr>
<td>Staff Members</td>
<td>For technical work order management as well as coordination of projects and web development mentioned above.</td>
<td>Weekly</td>
</tr>
<tr>
<td>Contact with:</td>
<td>Purpose of contact:</td>
<td>Frequency:</td>
</tr>
<tr>
<td>-----------------</td>
<td>--------------------------------------------------</td>
<td>------------</td>
</tr>
<tr>
<td></td>
<td>(e.g.: exchange information, counsel, negotiate)</td>
<td></td>
</tr>
<tr>
<td>Students</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Customers</td>
<td>For technical work order management as well as coordination of projects and web development mentioned above.</td>
<td>HFS Staff members are our customers; please see staff members above for detail.</td>
</tr>
<tr>
<td>Outside Institutions / Organizations</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Vendors, Suppliers</td>
<td>Infrequent</td>
<td>Infrequent</td>
</tr>
<tr>
<td>General Public</td>
<td>N/A</td>
<td>N/A</td>
</tr>
<tr>
<td>Others (specify):</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>