

JOB DESCRIPTION

JOB TITLE: Lead Software Developer
DEPARTMENT: Technical Services at South Sound 911
REPORTS TO: Assistant Director
EEO category 3

SUMMARY:

As part of South Sound 911 Technical Services, and under the direction of the Assistant Director of Technical Services, this supervisory position reviews, plans, organizes, and manages the capabilities and qualities of the Software Development team that support the technology and operational needs of the agency.

ESSENTIAL FUNCTIONS:

Provide an expert level of understanding of current information technologies as well as a structured development environment; proactively develop and maintain integrated technology solutions on multiple computing platforms.

Plan, organize, direct and coordinate the work of assigned personnel. Select, train, supervise, monitor and evaluate the work of assigned personnel; schedule and allocate work; authorize leave time; review and investigate complaints and recommend disciplinary action as necessary; schedule in-service training; receive and attempt to resolve employee grievances and other concerns; coach employees.

Provide strategic direction, as a lead developer, to the South Sound 911 Technical Services and all of its customers, implement strategic plans for the software development team, and complete objectives; provide direction, leadership, assistance and training to IT customers and staff in developing software development standards and practices; follow through with customer and senior staff service requests using appropriate standards and practices.

Must have the technical skills to work with current technological tools and perform basic problem solving independently; work with a wide variety of data-driven applications, including service-based, client-side and web applications;

Strong personal and communication skills to develop effective working relationships with peers, senior staff and customers. Demonstrate independent judgment and initiative when working alone, as well as appropriately utilize the expertise of colleagues.

Design and implement technical solutions for emergency services personnel in order to contribute to meeting the development team's goals.

Enhance existing systems in order to contribute to meeting the development team's goals; lead and participate in system architecture design and documentation.

Have knowledge of our customers' business and department functions within South Sound 911. Communicate with customers to ensure business needs are being met.

Contribute to building expertise and technical knowledge among our internal and external customers through customer service, training, and documentation.

Participate in process improvement activities in order to contribute to improvement and maintenance of the development team as well as use of iterative development methodology.

Monitor and analyze the health of a subset of our systems and processes in order to maintain system health; advocate for a given system(s) or processes when their health is poor in order to maintain system health.

Keep up-to-date on current development tools, technologies, methodologies, and platforms. Research and recommend new technologies, frameworks, and languages as relevant to the development team's goals.

Assist the development team's scrum master with overseeing and moderating team velocity.

Represent the development team in the greater technology community to foster recruiting efforts and contribute to public safety awareness.

QUALIFICATIONS:

A Bachelor's degree in computer science or a related STEM field (Science, Technology, Engineering, and Math) and/or equivalent work experience. Six years of professional application development experience directly supporting public safety information technology systems. Additional related education or experience may substitute year-for-year for the requirements.

REQUIRED ABILITY, KNOWLEDGE AND EXPECTATIONS:

Fluent use of the English language

Understand and follow written and verbal instructions.

Understand and interpret complex rules and procedures.

Read, interpret, explain, apply and follow applicable laws, ordinances, codes, regulations, policies and procedures.

Work appropriately with confidential material and information.

Work with speed and accuracy.

Follow safety rules and regulations.

Ability to decompose complex problems into manageable units of work

Exercise a high degree of independent judgment in problem solving and decision-making related to professional software development duties.

Communicate efficiently and effectively both orally and in writing using tact, patience and courtesy.

Maintain cooperative and effective working relationships with others.

Analyze situations quickly and adopt an effective course of action.

Organize work with many interruptions and multiple tasks to meet schedules and timelines.

Be reliable, dependable and report for work on a consistent basis.

LICENSES, CERTIFICATES AND OTHER REQUIREMENTS:

Proficient with standard suite of Microsoft Office software

Experience with C#/.NET languages or Java.

Experience using SQL or LINQ to develop data-driven applications.

Experience with software development life cycle best practices, including coding standards, code reviews, source control management, and build processes.

Experience with iterative software development life cycle

Unit test and debugging experience

PHYSICAL REQUIREMENTS:

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

While performing the duties of this job, the employee is regularly required to sit at a computer terminal, frequent walking both indoors and out; use hands to finger, handle, or feel and talk or hear. The employee is frequently required to reach with hands and arms. The employee is occasionally required to stand, stoop, or kneel. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

WORKING ENVIRONMENT:

Office environment with frequent interruptions. The noise level in the work environment is usually quiet. This position will interact with employees and customers on a daily basis. Office environment is subject to 24/7 emergency call out and traveling to different locations to conduct work

MACHINES/TOOLS/EQUIPMENT/WORK AIDS:

Personal computer, copy machines, telephone, fax machine, E-mail, calculators, head sets, printers.

POTENTIAL HAZARDS:

The hazards are consistent within an office environment.

ANALYSIS OF PHYSICAL DEMANDS OF POSITION

| Activity | Percentage of time | Activity | Pounds |
|----------|--------------------|-------------------|---------|
| Standing | 10% of time | Pulling & Pushing | 25 lbs. |
| Walking | 10% of time | Lifting | 25lbs. |
| Sitting | 80% of time | Carrying | 25lbs. |

The following abilities are required to perform the essential job functions:

| | |
|------------------|-----|
| Hearing | YES |
| Seeing | YES |
| Depth Perception | NO |
| Color Vision | NO |

Seldom to occasionally the position will require the following activities: Stooping, Crouching, Crawling, Climbing, Balancing and Kneeling.

ADDITIONAL COMMENTS:

The statements herein are intended to describe the general nature and level of work performed by employee(s) in this job title. The statements are not a complete list of responsibilities, duties and skills required of employee(s) in this job title. Furthermore, the job description does not establish a contract of employment and is subject to change at the discretion of the agency.

PREPARED BY: Laura Lakowske, Recruiting Coordinator

REVIEWED BY: _____

DATE: 11/2/2020

Revision date(s) _____