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| wcsi16_full_blue | **Position Description:****Information Technology Development and Services Specialist** | **Position Created:**  |
| **Department:**Fiscal |
| **Services:** |
| **Unit:** Information Technology |
| **Employee Name:** **Supervisor:** IT Development Services Supervisor | **Effective Date:** 8/1/2019 | **Position Number**: P1187-3202 |
| **Position Classification:** Information Technology Generalist I | **Employment Status Code:** Full-Time  | **Last Reviewed/Update Date:**  |
| **MCR Code:** P1187 | **FLSA Code:** Non-Exempt  | **Approval:** 8/1/2019 |

**SUMMARY**

This is a full-time non-exempt position that is responsible for installing, maintaining, troubleshooting existing software, and networks. The primary work hours will be Monday through Friday, 8:30 am to 4:30 pm with a 1/2-hour lunch (37.5 hrs/week) unless otherwise agreed upon. Responsible to perform routine technical duties in operating a variety of input, output, and external storage devices which are part of an electronic computer system. This position will perform tasks to aid in the on-going support of computer users under general supervision. The position will typically work in a microcomputer environment providing hardware and software support to users including but not limited to software training, technical advice on software packages, LAN/hard disk backups, hardware and software installation and troubleshooting printer malfunctions. The position will also be involved in developing user documentation. Additionally, this position will research and develop necessary systems to be used throughout the agency.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

Include the following. Other duties may be assigned as deemed necessary by management.

Lead internal project meetings with agency leadership to analyze, design, develop, and distribute HIPAA compliant, internal web applications. Provides data support to ensure departmental business as well as organizational objectives are met.Design, optimize, and refactor code to maximize performance and user experience. Design and deploy JavaScript logical expressions into internal Mi-Apps form software to deliver business critical forms and documents. Help define and enforce best practices, guidelines, and standards as it relates to web application and database design and development. Works with contracted developers, ensuring contractual obligations and project timelines are met, as related to existing systems, as well as new systems. Write and execute comprehensive automated unit tests. Performs regular safety and security checks on cloud infrastructure and web services. Design and deploy business reports using custom SQL queries and in-house reporting distribution software. Perform error checking and clean-up on data that is submitted to County Behavioral Health and Development Services; Office of Mental Health and Substance Abuse Services (OMHSAS); Office of Developmental Programs (ODP); and Office of Child Development and Early Learning (OCDEL). Serves as point of contact to identify and resolve problems in existing systems, through interaction with WCSI staff, County staff and providers. The IT Development and Services Specialist is responsible for maintaining the latest database knowledge. This position will also serve as backup to the IT Development & Services Supervisor.

**SUPERVISORY RESPONSIBILITIES**

This job has no supervisory responsibilities. The Information Technology Development and Services Specialist reports directly to the IT Development & Services Supervisor and may take direction from the CFO and/or the Chief Executive Director.

**QUALIFICATIONS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**General Qualifications:**

Strong communication skills, both verbal and written, as well as organizational skills are essential. Must have the skills to communicate through various forums, to include delivery of training, e-mail, presentations, and reporting. Forums will include both existing and future technological means. Ability to establish priorities and set goals, displaying strong multi-tasking skills, with the ability to change priorities while regulating deadlines. Must demonstrate teamwork, through cooperation, respect and collaboration with others. Must be able to effectively present information to groups and respond to questions from leadership, staff, and the general public. Must demonstrate excellent analytical skills, forward thinking, and strong attention to detail. Candidate must be flexible and have the ability to adjust work hours, based upon the needs of the position, as communicated to the IT Development & Services Supervisor, IT Manager, or CFO.

**Technical Qualifications:**

Experience using object-oriented PHP, JavaScript, HTML, and CSS to build scalable, testable, user-friendly dynamic and progressive web applications. Strong knowledge and comfortable using frameworks such as Laravel, Vue, and Bootstrap. Experience using Git in a team environment; comfortable using Git through a command line, or through a graphical user interface. Working knowledge of creating and consuming REST API endpoints. Must be comfortable within the Linux command prompt. Strong design and implementation skills including UML, ERD, Flow Charts. Experience with Microsoft SQL Server and the SQL language. Ability to understand existing relational database structure; read and understand existing queries; write new queries. Experience with MySQL is a plus. Experience with, or willingness to learn SQL Reporting Services to build and distribute new reports, maintain existing reports. Basic understanding of medical claims processing, lifecycle, and timeline for correcting claims. Basic understanding, or willingness to learn layout and specifications for 5010 HIPAA ASC X12 files, specifically 270/271, 277, 835, 837. Knowledge of how to convert reconciliation reports into tangible corrective actions; resubmit claims.

**Preferred Qualifications:**

Strong web development skills. Portfolio of previous work. Project management skills including organizing and managing multiple projects. Ability to multi-task and take direction in a team environment. Strong written and verbal communication skills. Detail and deadline oriented critical. Must be flexible and adapt/react to change/ Must be organized and able to prioritize

**Education and/or Experience:**

One year as an Information Technology Trainee, Information Technician, or Computer Programmer 2

**OR** One (1) year of technical experience providing information technology user support services in a variety of areas include: applications development and business process analysis and network and desktop PC support services; and an Associate Degree in Computer Science; Management, Computer or Business information systems; Microcomputer Technology, Information Technology, Desktop Technology or closely related field; **OR** Three years of technical experience providing information technology user support services in a variety of areas to include: applications development and business process analysis and network and desktop PC support; **OR** Any equivalent combination of experience and training that includes 18 credits in Computer Science; Management, Computer or business information systems or a closely related field. Two years of the required experience and/or training must have been obtained within the last three years.

**Language Skills:**

Ability to read and interpret documents such as safety rules, operating and maintenance instructions and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of the organization.

**Certificates, Licenses, Registrations:**

Valid PA Driver’s License, Proof of Valid Auto Insurance, Act 34 (Criminal Record), and Act 33 (Child Abuse) and FBI Clearance. There will be monthly screenings of PA Medicheck List, LEIE and SAM.

**Physical Demands:**

While performing the duties of this job, the employee is regularly required to sit, use hands to finger, handle or feel and to talk and hear. The employee is occasionally required to stand, walk, reach with hands and arms, stoop, kneel, crouch, crawler climb. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision.

**Work Environment:**

While performing the duties of this job, the employee’s regular works in an office environment and is occasionally exposed to outside weather conditions. The work is generally performed in a distributed environment and involves applying technology to manage information for the business area in accordance with applicable standards. Duties performed with considerable independence and are subject to review by an administrative or technical supervisor for quality of applications developed, the operational performance of the network and/or support services being provided.

**Reasonable Accommodation:**

 It is WCSI’s business philosophy and practice to provide reasonable accommodations, according to applicable state and federal laws, to all qualified individuals with disabilities.

**This position description is not an employment agreement or contract, but rather a description of the expectations of job duties and responsibilities as assigned to this position.  Management has the exclusive right to alter the scope of work within the framework of this position description and the position classification, at any time without prior notice.**

*This job description accurately reflects the duties and responsibilities of this position and assignment to the appropriate position classification.*

Chief Administrative Officer Signature\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_\_

*The employee’s signature below validates that the employee understands this job description; meets the qualifications for the position and accepts responsibility for all job duties and responsibilities indicated for this position. The Supervisor’s signature below validates presentation of the job description to the employee on the date indicated.*

Employee Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_

Employee Printed Name \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Supervisor Signature \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date: \_\_\_\_\_\_\_\_\_\_