

**MARYLAND ENVIRONMENTAL SERVICE  
JOB DESCRIPTION**

**Job Title:** Software Applications Specialist II

**FLSA Status / Grade:** Exempt / 6

**Group:** Technical & Environmental Services

**POSITION SUMMARY**

Provides support of application, software, and architecture in development, system test, and production environments.

**ESSENTIAL FUNCTIONS**

Installs applications in the development and system test environments for pre-release testing.

Performs system administration by writing utilities and monitoring services.

Provides technical support and maintenance of installed applications software.

Implements, configures, and tests new product versions with end users.

Develop relational database and applications to meet customer needs.

Develop spatial database and applications for ArcGIS and ArcIMS.

Interacts with business users and software vendors to troubleshoot installation and implementation issues.

Communicates problems and problem resolutions to Systems Administrator to improve ongoing services delivery.

Develops and maintains detailed technical knowledge of the specifications, operation, and diagnostic of products while maintaining familiarity with competing products.

Organizes, produces, and reports on the progress of ongoing testing, trials, and evaluation of new products and services.

Analyzes existing workflow environments and assists with setting up and configuring new installations to fit into workflow models.

Conducts orientation to new users regarding applications of software.

### **OTHER RESPONSIBILITIES**

Participates in advanced training; attends seminars and conferences to attain greater expertise and skills in geospatial database structures and design, spatial analysis, programming languages, and computer skills.

Acts as a “consultant” to internal and external customers during their use, development and quality assessment of spatial databases.

Works with local, state, federal government agencies and private entities to provide geospatial services.

### **SUPERVISORY REQUIREMENTS**

May manage supervisory and non-supervisory employees in the Group. Responsible for overall direction, coordination and evaluation of managed staff. Responsibilities may include interviewing and training employees; planning, delegating and directing work; appraising performance; and assisting management with addressing complaints and resolving problems.

### **EDUCATION AND EXPERIENCE**

Bachelor's degree from four-year college or university in a programming related field plus one year related experience.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of research methods and techniques to analyze statistical and spatial data.

Knowledge of the principles of quality control and quality assurance procedures.

Ability to obtain security clearance for BWI Airport.

Knowledge of geographical information system and global positioning technology, including proficiency with Windows 2000/NT/XP/CE and mobile Operating Systems, Microsoft Access, Visual Basic Applications and programming in at least two or more of the following: Visual Basic, .Net, SQL, C-Sharp, ADO.Net, SQL, C++, Java Script, XML or HTML.

Familiarity with SQL Server

Knowledge of the methods and techniques employed in creating maps and GIS products.

Knowledge of word processing software; spreadsheet software; accounting software; inventory software; development software; design software; internet software; order processing systems; project management software; database software and contact management systems.

Ability to communicate effectively both orally and in writing.

Good listening skills, note-taking ability and proven attention to detail.

## **LICENSES AND CERTIFICATIONS**

May require possession of a valid driver's license with less than six points under Maryland law.

## **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to talk, hear, stand, walk, sit, and use hands and fingers, handle or feel. The employee is regularly required to reach with hands and arms, climb or balance, stoop, kneel, crouch or crawl.

Specific vision abilities required by this job include close vision, distance vision, depth perception and the ability to focus.

## **WORK ENVIRONMENT**

The noise level while working indoors at the assigned facility is usually quiet.

While performing the duties of this job, the employee may be exposed to work in outdoor weather conditions and occasionally to work near moving aircraft, work near moving mechanical parts. The employee may occasionally be exposed to hydrated lime, airborne particles, and vibration. The employee may be required to work in severe weather elements, enter confined spaces, and work in loud environments. The noise level in the work environment is usually moderate to loud.

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