



Applications Configuration Engineer I

Job Code	20001048	Job Family	Technology	Professional / Knowledge Worker	
Department	Various	Reports to	Mgr ITS Applications	Union Status	Non-Represented
FLSA Status	Non-Exempt	Pay Grade	2055	This Job is a Lead	No
Last Updated	12/1/2022				

Accountability for Workplace Culture

Our PUD values are at the center of our culture. Putting the safety, health, and well-being of our communities and those we work with is valued above all else and everyone on Team PUD must meet this commitment daily. Nothing we do in achieving our Mission is worth a single injury, and all who interact with us must feel they are valued and welcomed as individuals.

Everyone on Team PUD, in all positions, is accountable for achieving this safe and welcoming culture by:

1. Taking full ownership for the safety of themselves and their coworkers, while ensuring everyone feels valued and welcomed.
2. Taking action to identify and eliminate their own and others' at-risk behaviors, including the behaviors that may undermine another's feelings of being welcomed and valued.
3. Following all safety rules and regulations and ensuring the PUD's expectations for conduct and respect are maintained.
4. Openly sharing near-misses, safety learning opportunities, and ways we can learn to be a more welcoming place while encouraging others to do the same.
5. Utilizing Stop Work Authority to intervene with anyone, anytime, in any place.
6. Intervening or seeking guidance to stop actions that are harmful to the wellbeing, health, or sense of belonging of others, and which are detrimental to our PUD values.

Job Summary

Performs independent research within business to resolve business issues and process improvements. Formulates and defines business scope and objectives through research and fact-finding combined with an understanding of business and industry requirements. With this knowledge, develops or modifies complex business process. Performs functional analysis, technical requirements definition and application module configuration and testing. Works in all phases of systems analysis and considers the business implications of the application of technology to the current business environment. Is responsible for conducting prototypes, developing functional specifications, data mapping, function mapping, creating and managing configuration and transaction/control tables. Has a thorough understanding of the business processes and flows to enable the analysis of business requirements and the development of solutions for the business functions.

Accountabilities

Accountability #1

Fiscal Management: Assist in leveraging technology and prudently managing costs to deliver outstanding value to our customers by participating in the support of technology systems to ensure the delivery of cost effective and efficient maintenance through adhering to best practices and standards. Provides input to solutions that provide value and continually enhance operational processes, and similar responsibilities.

Accountability #2

Business Innovation & Continual Improvement: Deliver exceptional value to our customers through continual improvement and innovation by participating in the implementation of system changes based on business needs, providing technical support in the analysis, evaluation of options, and solutions. Responsible for configuration/development/administration, test, and documentation to ensure delivery of quality technical solutions that reliably and sustainably meet the needs of the Organization. Generally, works on changes with low risk and business impact, and similar responsibilities.

Accountability #3

Cyber Security (Security, PII, and Confidentiality) and Compliance: Achieve the highest level of employee and community trust in how the District manages data and system security by participating in ensuring the security and confidentiality of technological systems, processes, and data on behalf of our customers and stakeholders. Applies cyber security best practices through system administration, development, configuration, and similar responsibilities. Ensures access to protected data (PII, HIPPA, etc.) is limited to authorized personnel only. Provides input to solutions that ensure cyber security and continually adjusts to operational processes to improve and ensure security and privacy requirements, and similar responsibilities.

Accountability #4

Operational Support: Achieve the highest level of employee and community trust in how the District manages system operations by participating in configuration, administration, support, and maintenance of the District's computer systems. Installs, develops, sets up, and tests hardware and software systems. Troubleshoots and resolves technical issues as they arise. Provides customer support by responding to all technology requests. Provides support based on operational best practices and methodologies (e.g. Agile, ITIL, Industry Standards, etc.), and similar responsibilities.

Accountability #5

Collaboration and Customer Service: Demonstrate powerful partnerships that reflects an understanding of customer needs by providing customer service (internal and external) through effective communication and collaboration to ensure technology needs are met to support District's mission in providing reliable and cost effective service. Builds and maintains effective relationships with stakeholders inside and outside the organization (e.g., customers, peers, cross-functional partners, external vendors, alliance partners). Contributes to building and sustaining an inclusive and equitable working environment by supporting all District employees. Actively supports and encourages every team member to share their ideas in an open and inclusive manner, and similar responsibilities.

Accountability #6

Position Specific: Achieve the highest level of employee and community trust in how the District's systems are maintained by verifying that all system maintenance requirements are met to ensure consistency and proposed changes are evaluated in terms of their anticipated impact on the entire system. Configuration of the system is carried out as prescribed with documentation and is reflected in the system specification documents for future support. Configuration of the system is applied over the projected life cycle of a system to meet intended performance with respect to requirements, design, test and acceptance criteria, and similar responsibilities.

Accountability #7**Accountability #8****Accountability #9****Accountability #10**

Minimum Qualifications Note

The minimum qualifications listed below are representative of the knowledge, skills, and abilities needed to perform this job successfully, as described in the Accountabilities. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential Accountabilities (duties and responsibilities) of this position. If you need assistance and/or a reasonable accommodation due to a disability during the application or recruiting process, please contact Human Resources at HRRecruiting@snopud.com, or by phone at 425-783-8655.

Qualifications – Education and Experience

Minimum Required Education and Experience:

Bachelor's Degree in Computer Science/IT, Engineering, Mathematics, Business, or related field;

OR

Four (4) years of progressively more responsible experience in software engineering.

Preferred Education and Experience:

Qualifications – License(s) and/or Certification(s)

Minimum Required License(s) and/or Certification(s):

Preferred License(s) and/or Certification(s):

Qualifications – Skills and Abilities

Minimum Required Skills and Abilities:

Software engineering practices and methodologies

Customer Service practices and principles
Batch and real time transaction processing environments
System analysis and design
Application Development, integration and quality assurance (testing) methodologies
Project management principles, practices, and methodologies
Root cause analysis and troubleshooting
Business concepts/theories/practices
Architecture principles
Cyber security best practices
Configures simple to moderately complex application components based on functional requirements
Applies functional knowledge to the design and customization of workflow systems that provide seamless integration for multi-tier applications
Writes functional requirements, develops test plans, and works with production issues
Follows project and software development methodologies and processes
Develops and performs simple to moderately complex system conversions
Executes disaster recovery procedures
Performs alternative and cost benefit analysis
Resolves simple incidents and problems using standard troubleshooting procedures, based upon education and using problem resolution systems, resources, and tools
Develops an understanding of the major business functions, processes and services of the District's business operations
Serves as a source of specific and essential information and provides ideas to define, clarify, develop upon, or improve procedures and capabilities
Executes on continual improvement initiatives
Plans and manages own work effort
Apprises project manager of status, schedule variances and outstanding issues
Estimates time and effort required to complete assigned tasks

Preferred Skills and Abilities:

Technical knowledge of the Application Configuration
Business process knowledge
Perform technical analysis of simple to moderately complex system related problems and provide resolution options
Review and interpret vendor maintenance notifications and associated action plans
Serves as a liaison between business, technical staff, management, and vendors regarding service requests, change requests, usage, standards, and security
Apply business planning concepts and practices in decision making and carrying out job responsibilities
Communicate with audiences of varying levels demonstrating solid business oral, writing and presentation skills
Interpret technical information and explain in understandable terms
Perform critical thinking using a structured approach to problem identification, analysis, and

solution identification

Use independent and discretionary judgment in decision making

Work with and maintain confidential information

Work collaboratively in a team environment with a commitment to the overall success of the group

Manage vendor deliverables and expectations to achieve successful outcomes Utilize metrics to optimize and improve business processes

Competencies

The following competencies describe the cluster of behaviors associated with job success in the job group identified as “Professional / Knowledge Worker”.

- Adaptability
- Building Customer Loyalty
- Building Partnerships
- Communication
- Continuous Improvement
- Continuous Learning
- Courage
- Decision Making
- Earning Trust
- Emotional Intelligence Essentials
- Facilitating Change
- Influencing
- Initiating Action
- Innovation
- Leveraging Feedback
- Mentoring
- Planning and Organizing
- Positive Approach
- Professional Knowledge and Aptitude
- Stress Tolerance
- Technology Savvy
- Valuing Differences
- Work Standards

Physical Demands

Physical Demands List

Frequency

Sit	Constant (67-100%)
Walk	Seldom (1-10%)
Stand	Seldom (1-10%)
Drive	Seldom (1-10%)
Work on ladders	Seldom (1-10%)
Climb poles or trees	Never
Work at excessive heights (note heights in open text box below)	Never
Twist	Seldom (1-10%)
Bend/Stoop	Seldom (1-10%)
Squat/Kneel	Seldom (1-10%)
Crawl	Seldom (1-10%)
Reach	Seldom (1-10%)
Work above shoulders (note specific activity in open text box below)	Seldom (1-10%)
Use Keyboard /mouse	Constant (67-100%)
Use wrist (flexion/extension)	Seldom (1-10%)
Grasp (forceful)	Seldom (1-10%)
Fine finger manipulation	Constant (67-100%)
Operate foot controls	Seldom (1-10%)
Lift (note weight in open text box below)	Never
Carry (note weight in open text box below)	Never
Push/Pull (note specifics in open text box below)	Never
Work rapidly for long periods	Occasional (11-33%)
Use close vision	Constant (67-100%)
Use distance vision	Constant (67-100%)
Use color vision	Occasional (11-33%)
Use peripheral depth perception	Seldom (1-10%)
Speak	Constant (67-100%)
Hear	Constant (67-100%)

Additional Physical Demands not listed above and associated frequency below.

Mental Demands

Communication

Frequency

Understand and carry out simple oral instructions	Frequent (34-66%)
Understand and carry out complicated oral instructions	Frequent (34-66%)
Train other workers	Occasional (11-33%)
Work alone	Constant (67-100%)
Work as a member of a team	Frequent (34-66%)
Follow standards for work interactions	Constant (67-100%)
Write communications for clarity and understanding	Constant (67-100%)
Speak with clarity with others	Constant (67-100%)
Comprehension	Frequency
Read and carry out simple instructions	Frequent (34-66%)
Read and carry out complicated instructions	Frequent (34-66%)
Retain relevant job information	Constant (67-100%)
Reasoning	Frequency
Read and interpret data	Constant (67-100%)
Count and make simple arithmetic additions and subtractions	Frequent (34-66%)
Use intermediate and/or advanced math	Occasional (11-33%)
Organization	Frequency
Plan own work activities	Constant (67-100%)
Plan work activities of others	Seldom (1-10%)
Direct work activities of others	Seldom (1-10%)
Resilience	Frequency
Work under pressure	Frequent (34-66%)
Work for long periods of time	Frequent (34-66%)
Work on several tasks at the same time	Constant (67-100%)

Additional Mental Demands not listed above and associated frequency below.

Work Environment

Environmental Conditions List	Frequency
Exposure to weather	Seldom (1-10%)
Wet and/or humidity	Seldom (1-10%)
Atmospheric conditions	Seldom (1-10%)
Confined/restricted working environment	Seldom (1-10%)
Vibratory Tasks – High	Never
Vibratory Tasks – Low	Never

Additional Environmental Conditions in this job not listed above and the associated frequency below.

Risk Conditions List	Frequency
Exposure to Heights	Seldom (1-10%)
Exposure to Electricity	Seldom (1-10%)
Exposure to Toxic or Caustic Chemicals	Never
Working with Explosives	Never
Exposure to Radiant Energy	Never
Extreme Cold	Never
Extreme Hot	Never
Proximity to Moving Mechanical Parts	Seldom (1-10%)
Noise Intensity	Seldom (1-10%)
Exposure to animals	Never
Working with angry customers	Seldom (1-10%)

Additional Risk Conditions present in this job not listed above and the associated frequency below.

On-Call Status and Frequency

On-Call is required.

- Yes
- No

On-call activities and frequency.

Frequently - 1x month 6-12 times a year This position will be on-call approximately 7 days each month and will be asked to troubleshoot or support a system, on average, once or twice per month.

Work Location

The primary assignment for this position is:

- Remote
- Office Hybrid
- On-Site
- Field/Job Site

While this description has provided an accurate overview of responsibilities, it does not restrict management's right to assign or reassign duties and responsibilities to this job at any time. This position description is designed to outline primary duties, qualifications, and job scope, but not limit our employees or the organization to complete the work identified. In order to serve our customers best, each employee will offer their services wherever and whenever necessary to ensure the success of the District in serving our customers, to further the safety, health, and inclusivity of employees and the public, and achieve expectations of the District overall, while also remaining flexible in recognition of the employee's wellbeing.