Applications Configuration Engineer III

Job Code	20001008	Job Family	Technology	Professional / Knowledge Worker	
Department	Various	Reports to	Mgr ITS Applications	Union Status	Non-Represented
FLSA Status	Exempt	Pay Grade	2059	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: Leads in leveraging technology and prudently managing costs to deliver outstanding value to our customers by leading in the support of technology systems to ensure the delivery of cost effective and efficient maintenance through adhering to best practices and standards. Leads efforts to meet system reliability and availability Key Performance Metrics. Provides input to solutions that provide value and continually enhance operational processes. Supports vendor management to ensure adherence to contract terms and service levels, and similar responsibilities.

Accountability #2

Business Innovation & Continual Improvement: Deliver exceptional value to our customers through continual improvement and innovation by leading in the implementation of system changes based on business needs, providing technical expertise to 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 high 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 leading in 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. Designs 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 leading 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 leading system maintenance requirements 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, AND
Four (4) years of progressively more responsible experience in software engineering;

OR

Eight (8) 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:**

- Information Technology Infrastructure Library (ITIL) IT Service Management practices as implemented at the District
- 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
- Serves in a primary role responsible for analysis, configuration, and implementation of a packaged application within a department or enterprise wide
- Formulates and defines systems scope and objectives based on both users needs and a thorough understanding of business systems and industry requirements
- Responsible for defining detailed functional requirements, analyzing business needs, and validating solutions with end users
- Devises or modifies procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results. Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications
- Configures highly complex components based on functional requirements
- Monitors other business or technical analysts in project software development methods and processes and implementation of those methods
- Possesses full technical knowledge of most phases of system analysis
- Evaluates development projects
- Assists in tailoring the development process to meet the project needs
- Provide technology direction to business for tactical / short term road mapping
- Develops and performs complex system conversions
- Develops, maintains and executes disaster recovery procedures
- Performs alternative and cost benefit analysisIdentifies, documents, and resolves highly complex incidents and problems and notifies others as appropriate based on escalation procedures
- Recognizes subtle changes in the design or performance of highly complex applications or systems
- Has in-depth knowledge of the business and consults with business partners to attain desired results
- Understands complete life cycle of the District's business operations and aligns IT activities to solve complex business problems
- Influences others through consulting on technology, software and services
- Leads continual improvement initiativesLeads medium to large projects

Works with project manager to develop realistic work estimates, financial budgets and project schedules

Reviews project deliverables for accuracy and provides assistance with mentoring others

Defines project scope, objectives, and technical requirements and creates project schedules

Supports a participative and collaborative work environment

Estimates effort and resource requirements for large projects involving multiple departments, platforms and technologies that may have a high level of risk

Preferred **Skills and Abilities:**

Perform technical analysis of moderate to highly complex system related problems that may span multiple systems and provide resolution options

Review vendor maintenance notifications and associated action plans and determine and implement appropriate actions

Serves in a consultant role between business, technical staff, management, and vendors regarding service requests, change requests, usage, standards, and security

Lead and influence others in the application of industry specific business planning concepts and practices in decision making and carrying out job responsibilities

Perform Applications Development, Data Strategy and Analytics, and Applications Architecture job family duties

Provides oversight, training, coaching, and mentoring to ITS staffPerform supervisory job duties

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	Constant (67-100%)
Work alone	Frequent (34-66%)
Work as a member of a team	Constant (67-100%)
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	Frequent (34-66%)
Organization	**Frequency**
Plan own work activities	Constant (67-100%)
Plan work activities of others	Frequent (34-66%)
Direct work activities of others	Frequent (34-66%)
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.

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.