Midpeninsula Regional Open Space District

APPLICATIONS ENGINEER I/II

DEFINITION

Under general supervision (Applications Engineer I) to direction (Applications Engineer II) provides proactive user support and configures enterprise applications with data-driven customizations; develops and maintains robust, responsive software solutions aligned with organizational needs, including workflow automation; performs enterprise resource planning (ERP) and Software as a Service (SaaS) support, database administration, custom application development, and documentation; serves as primary client interface in evaluating business processes and recommending technology solutions; and performs related duties, as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision (Applications Engineer I) to direction (Applications Engineer II) from the Applications Program Manager. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

Applications Engineer I: This is the entry-level classification in the Applications Engineer series. Initially under close supervision, incumbents learn and perform routine applications system support, while learning District policies and procedures. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Applications Engineer II-level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Applications Engineer II: This is the journey-level classification in the Applications Engineer series. Positions at this level are distinguished from the Applications Engineer I-level by the performance of the full range of duties as assigned, working independently, and exercising judgment and initiative. Positions at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of the work unit. This class is distinguished from the Senior Applications Engineer in that the latter performs the more complex work assigned to the series and provides technical and functional direction over lower-level staff.

Positions in the Applications Engineer class series are flexibly staffed; positions at the II-level are normally filled by advancement from the I-level; progression to the II-level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the II-level.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so qualified employees can perform the essential functions of the job.

Positions at the Applications Engineer I-level may perform some of these duties and responsibilities in a learning capacity.

- Provides proactive user support and configures enterprise applications to meet evolving business needs.
- Develops, tests, deploys, and maintains custom business applications using modern languages, frameworks, and low-code platforms; implements workflow automation and intelligent features; establishes automated testing and resolves defects promptly.
- Supports and maintains enterprise resource planning (ERP) environments, including managing user access and permissions, administering workflows, processing onboarding/offboarding tasks, coordinating upgrades and backups, and executing data imports.
- Develops, implements, and monitors the testing process to ensure applications perform in accordance with design specifications and meet client needs; determines and implements appropriate testing environment parameters; reviews results and prepares modifications as needed.
- Troubleshoots and resolves issues for cloud-based applications and other business systems; performs data exchanges/imports and coordinates with providers as needed.
- Administers and maintains relational databases; designs and optimizes data schemas; creates and maintains business reports and dashboards to support operations and decision-making.
- Serves as frontline responder for application-related support requests; diagnoses root causes spanning software bugs, data integrity, user errors, or cross-system conflicts; communicates solutions clearly to non-technical users.
- Documents system configurations, application designs, and operational procedures; develops user guides and training materials to enable adoption and self-service.
- Researches and evaluates technology options; conducts build-vs-buy and cost-benefit analyses; prepares business cases and recommendations that emphasize long-term value.
- Assumes responsibility for training on new, enhanced, or upgraded applications; delivers group or one-on-one training sessions; prepares user training materials and guides.
- Stays current with emerging technologies, development practices, security threats, and industry standards; applies these insights to improve reliability, performance, and maintainability.
- Observes and complies with all District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

Positions at the Applications Engineer I-level may exercise some of these knowledge and abilities statements in a learning capacity.

- Principles and practices of enterprise application development, including system design, testing, and deployment.
- Modern programming languages and frameworks used for web and business application development.
- Workflow automation concepts and tools for streamlining business processes.
- Relational database management systems and data modeling techniques.
- Reporting and analytics tools for creating dashboards and operational reports.
- Enterprise Resource Planning (ERP) systems and their core functions (e.g., workflows, permissions, data integration).
- Cloud-based applications and Software as a Service (SaaS) platforms, including configuration and

troubleshooting.
- IT security principles, data integrity, and compliance standards.
- Project management methodologies for planning, prioritizing, and delivering technology solutions.
- Best practices for technical documentation, user training, and knowledge transfer.
- Emerging trends in artificial intelligence, machine learning, and their application in business systems.
- Cost-benefit analysis and evaluation techniques for technology solutions (build vs. buy decisions).
- Methods for providing effective technical support and clear communication to non-technical users.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Design, develop, test, and maintain enterprise applications and integrations that meet business requirements.
- Implement workflow automation and intelligent features to improve operational efficiency.
- Administer and configure ERP systems and cloud-based applications to ensure functionality and compliance.
- Troubleshoot and resolve complex technical issues across applications, databases, and integrations.
- Manage and maintain relational databases; design schemas and optimize data structures for performance and reliability.
- Independently support and maintain complex system integrations by applying standard data exchange methods, troubleshooting interface issues, and ensuring continuity of information flow.
- Create and maintain reports, dashboards, and analytics tools to support decision-making.
- Document technical processes, system configurations, and application usage; develop clear user guides and training materials.
- Communicate effectively with technical and non-technical stakeholders to explain solutions and provide support.
- Prioritize tasks, manage multiple projects, and meet deadlines in a dynamic environment.
- Research and evaluate technology solutions; conduct cost-benefit analyses and recommend best-fit options.
- Apply emerging technologies and security best practices to improve system performance and safeguard data.
- Work independently and collaboratively within cross-functional teams to deliver high-quality solutions.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

Applications Engineer I/II:
- Equivalent to a bachelor's degree from an accredited college or university with major coursework in information technology, engineering, computer science, or a closely related field.

Experience:

Applications Engineer I:
- One (1) year of professional experience providing analytical support for enterprise or customized applications.

Applications Engineer II:
- Three (3) years of increasingly responsible experience in applications analysis, design, and development, equivalent to the Applications Engineer I with the District.

Licenses and Certifications:

- Possession of a valid California Driver's License to be maintained throughout employment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and visit various district sites; vision to read printed materials and a computer screen, as well as interpret colored warning and alarm lights on computer equipment; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 20 pounds.

ENVIRONMENTAL CONDITIONS

Employees work primarily in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

EFFECTIVE: August 2016
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FLSA: Exempt