Midpeninsula Regional Open Space District

SENIOR APPLICATIONS ENGINEER

DEFINITION

Under general direction, leads, oversees, reviews, and participates in the work of staff performing design, delivery, and lifecycle management of enterprise applications and integrations; architects scalable solutions, implements workflow automation and intelligent features, administers ERP and cloud platforms, oversees database operations and reporting, and drives continuous improvement through testing, documentation, and user enablement; coordinates assigned activities with other District departments and outside agencies; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Applications Program Manager. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is the advanced journey-level classification in the Application Engineer series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex requiring considerable discretion and independent judgment. Positions in the classification rely on experience and judgment to ensure efficient and effective servicing function of the assigned program area. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements. This class is distinguished from the Applications Program Manager in that the latter is the full supervisory classification with responsibilities for the supervision and evaluation of assigned staff.

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.

- Leads, oversees, reviews, and participates in the work of staff performing application design, analysis, and support; assumes responsibility for the workflow of an assigned work unit by making work assignments, ensuring that work is consistent with quality standards, and timeline expectations are met.
- Performs the more complex work including assignments for which there are little or no directly related policies, procedures, or past practice requiring the exercise of independent judgment and discretion in establishing work plans, identifying resources, and completing assignments.
- Provides input for personnel decisions such as performance evaluations, promotions, hiring, and disciplinary actions.
- Leads communication with stakeholders to define project goals, strategies, and technical solutions.
- Architects secure, scalable, and maintainable application and integration designs aligned to enterprise standards.

- Designs, develops, tests, deploys, monitors, and maintains enterprise applications across multiple platforms and environments.
- Implements workflow automation and intelligent features to streamline and standardize business processes.
- Establishes automated testing practices and resolves software defects rapidly using diagnostic and root-cause analysis tools.
- Supports and maintains enterprise resource planning (ERP) environments, including user access, permissions, workflows, and lifecycle activities.
- Coordinates onboarding and offboarding tasks, plans and executes upgrades and backups, and performs data imports and exchanges.
- Configures and optimizes cloud-based (SaaS) applications and business systems; coordinates with providers to remediate issues.
- Serves as the escalation point for application support; diagnoses complex issues spanning software, data integrity, configuration, and cross-system dependencies.
- Administers and maintains relational databases; designs and optimizes data schemas for performance, reliability, and security.
- Creates and maintains operational reports and dashboards to support tactical and strategic decision-making.
- Researches and evaluates emerging technologies; conducts build-vs-buy and cost-benefit analyses to recommend best-fit options.
- Stays current with emerging AI tools and assists in evaluating, configuring, and implementing approved AI solutions.
- Leads vendor assessments and negotiations; manages technical requirements and coordinates support and issue resolution.
- Documents system configurations, application designs, procedures, and runbooks; develops user guides and training materials.
- Monitors application health, performance, reliability, and cost; implements improvements proactively.
- Applies information security and compliance best practices to safeguard data and systems.
- Participates in the review and recommendation of contracts with outside vendors and consultants; administers, monitors, and evaluates contract scope of work, reviews design documents, and ensures technical integrity.
- Serves as liaison for assigned functions with other District departments, divisions, and outside agencies; provides staff support to commissions, committees, and task forces, as required.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles of providing functional direction and training to assigned staff.
- Principles and practices of leadership.
- Principles and practices of enterprise application development, architecture, testing, and deployment.
- Modern programming languages, frameworks, and low-code platforms for business applications.
- Workflow automation concepts and tools for process optimization.
- Relational database management systems and data modeling techniques.
- Reporting and analytics practices for operational dashboards and decision support.
- Enterprise Resource Planning (ERP) systems and their core functions, including workflows, permissions, and data integration.
- Cloud-based applications and Software as a Service (SaaS) platforms, including configuration and troubleshooting.

- Information 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 and 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.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Methods and techniques of preparing technical and administrative reports, and general business correspondence.
- 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:

- Plan, organize, and coordinate the work of assigned staff.
- Effectively provide staff leadership and work direction.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Design, develop, test, and maintain enterprise applications and integrations that meet business requirements.
- Implement workflow automation and intelligent features to improve efficiency and user experience.
- Administer and configure ERP systems and cloud-based applications to ensure reliability, security, and compliance.
- Troubleshoot and resolve complex technical issues across applications, databases, and integrations.
- Manage and maintain relational databases; design schemas and optimize performance for scalability and reliability.
- Create and maintain reports and dashboards that support operational and strategic 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 and lead cross-functional initiatives.
- Research and evaluate technology options; conduct cost-benefit analyses and recommend best-fit solutions.
- Apply security best practices and emerging technologies to improve resilience and performance.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relative to the work performed.
- Effectively represent the division and the District in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural

guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- 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.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

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:

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

Experience:

- Five (5) years of increasingly responsible experience in applications analysis, design, and development, equivalent to the Applications Engineer II 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 be required to travel to District field sites where exposure to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, and mechanical and/or electrical hazards are possible. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing divisional policies and procedures.

EFFECTIVE: October 2026
REVISED:
FLSA: Exempt