Job Summary:
Under the general supervision of the department director and/or designee, this position is responsible for developing, implementing, and maintaining complex software applications to support various departments and divisions within the Tulare County Office of Education. The role involves providing technical support throughout the development, implementation, and maintenance phases of assigned software systems, as well as assisting in the day-to-day operations and project-related tasks for one or more systems.

Essential Duties:
- Collaborate with department staff to design and implement software development, implementation, and production environments.
- Develop, implement, and maintain software applications, including but not limited to integration, mobile, web, and Windows-based applications.
- Provide technical support—both remotely and in-person—to assist with Office activities and initiatives.
- Support and train staff and end-users on workstation and/or software use and configuration, either remotely or in-person.
- Use a ticket tracking system to maintain accurate, up-to-date records of day-to-day activities and project tasks.
- Work with the Information Systems team to maintain a unified, consistent, and scalable programming platform for software development and maintenance.
- Assist in gathering software development requirements and in designing, developing, testing, and documenting software solutions.
- Create and maintain software documentation.
- Travel to various locations within Tulare County to provide on-site software support as needed, using a personal vehicle.
- Attend and actively participate in assigned meetings, committees, conferences, in-service trainings, and special events.
- Perform other related duties as assigned.

Skills, Knowledge and/or Abilities:
Skills to:
- design, develop, implement, maintain, and support n-tier software applications utilizing current enterprise-level platforms;
- administer, design, and develop software using current, enterprise-level database technologies;
- work productively in a team programming environment;
- utilize computers and software programs effectively and efficiently;
- establish priorities, meet deadlines, organize workload, and work independently;
- operate a variety of office equipment;

Knowledge of:
- control suites (Telerik, etc.), debugging (Fiddler, etc.), source control (TFS, etc.), development IDE (Visual Studio, etc.), database management (SSMS, etc.) applications;
- current, enterprise-level software development architectures (authentication, client/server, JSON, REST, reporting, SOAP, templating, WebApp, etc.);
- current, enterprise-level software development design patterns, methodologies, and trends (Agile/Scrum, n-tier, OOD, S.O.L.I.D, unified modeling, etc.);
- current, enterprise-level software development frameworks (.NET, .NET Core, Entity, MVC, Web API, etc.);
- object-oriented programming methodologies;
- object-oriented, mobile, scripting, and web programming languages (C#, CSS, HTML, JavaScript, JQuery, PowerShell, XML, etc.);
- software development integration with enterprise-level database technologies;
- correct English word usage, spelling, grammar and punctuation;
- TCOE mission, vision, value statements, standards, policies and procedures, operating instructions, confidentiality standards, and the code of ethical behavior.

Ability to:

- communicate effectively verbally and in writing;
- establish and maintain effective working relationships with those contacted in the performance of duties;
- introduce and train others in the use of current, enterprise-level development technologies;
- identify issues, notify appropriate parties; and recommend solutions for those issues;
- maintain updated and accurate records and documentation;
- recognize trends in the software development industry;
- understand and carry out oral and written instructions;
- maintain confidentiality of records;
- meet schedules and deadlines;
- read/interpret/apply rules, regulations, policies;
- develop specific goals to prioritize, plan, organize, and accomplish assigned tasks;
- drive personal vehicle for travel to various locations throughout the region.

Responsibilities include: working under limited supervision and/or independently using standardized practices and/or methods to achieve unit objectives; guiding and/or coordinating with others; and operating within a defined budget. Utilization of significant resources from other work units is routinely required to perform the job's functions. There is a continual opportunity to significantly impact TCOE's services. The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling; and some finger dexterity. Generally, the job requires 75% sitting, 10% walking, and 15% standing. This job is performed in a generally clean and healthy environment.

Education Required:
- High school diploma or equivalent.
- Bachelor Degree in computer science or a related field is preferred.

Experience Required:
- One (1) year of experience providing software development, implementation, maintenance, and support.

Other Requirements:
- Valid California driver's license and proof of automobile insurance.
- Department of Justice and FBI Fingerprint clearance upon hire.

FLSA Status: Non-Exempt   June 2025