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Bulletin Number   19535BR

Type of Recruitment   Transfer Opportunity

Department   Internal Services

Position Title   SENIOR APPLICATION DEVELOPER

Filing Type   Open Continuous

General Information   The ISD Customer Applications Branch, Management Information Systems Division is seeking a Senior Application Developer to join the Parking Automation and Revenue Control System (PARCS) team. The primary responsibility of the selected individual is to provide customer support to the various County operated parking lots, mainly in the downtown Los Angeles area. The desired resource will be a member of the Corporate Systems Support Section and will be required to perform a wide variety of tasks.

Requirements   Permanent Los Angeles County employees who currently hold the payroll title of Senior Application Developer, or who are eligible for an administrative reassignment in accordance with Civil Service Rule 15, are invited to submit their resume, copies of their last three performance evaluations, last three years' time records and any additional information the candidate wishes to have taken into consideration. **Individuals interested in the position should email or mail their information to:**

Debbie Migliaro, Division Manager

9150 E. Imperial Highway, MS 12

Downey, CA 90242

Dmigliaro@isd.lacounty.gov

(562) 940-2911

All materials submitted will be evaluated. Only the most qualified employees based on the information submitted will be contacted for an interview. The interview will be used to determine the final selection. Resumes and related materials will be accepted until the needs of the service are met.

Desirable Qualifications

- Ability to adapt quickly

- Ability to work independently as well as with a team; good interpersonal and team skills; ability to work collaboratively with others

- Ability to multi-task and meet multiple deadlines

- Ability to effectively interface directly with customer, vendor and Customer Assistance Center (CAC)

- Strong written and verbal communication skills

- Commitment to customer service and quality

- Knowledge of systems such as; Network management and troubleshooting, FTP server management, IIS administration, SQL Replication, Web Service Experience, Windows Server administration, knowledge of SQL Server Reporting Services R2

- Knowledge and experience with HTML, CSS, Java Script, jQuery, AJAX, ASP.NET

Duties	Learns and maintains all aspects of the PARCS which is a Commercial off-the-shelf (COTS) package implemented at various Parking Lots throughout Los Angeles County, including payment automation/interface with the bank, setup and configuration at each parking lot, networking and integration to the Central System located in the Downey Data Center, reporting and the Central Card Manager which manages County Parking Passes for all lots.
	Prepares user training manual for the Parking Services staff; and conducts customer training sessions.
	Attends weekly meetings with customers and discusses the outstanding issues list. Maintain and follow up with vendor for items on the issues list.
	Creates functional and technical documentation (requirements, design, etc.).
	Travels to each Parking Lot and performs system test after vendor implements and/or updates the system, as needed.
	Follows up on all Incident Management tickets reported for the PARCS System and updates the information in the Service Management System (SMS).
	Provides customer support via telephone, email and onsite at various PARCS locations.
Vacancy Information	The vacancy is located at Internal Services Department, Information Technology Service, Customer Applications Branch, Management Information Systems Division, Corporate Systems Support Section at 9150 E. Imperial Hwy., Downey CA 90242. This worksite is on a flexible schedule including 5/40, 4/40, and 9/80 Work Schedules.
Available Shift	Day
Contact Name	Debbie Migliaro
Contact Phone	(562) 940-2911

Contact Email   Dmigliaro@isd.lacounty.gov

Job Field   Information Technology

Job Type   Technicians

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