

# DUTY STATEMENT

CTC-HR 101 (REV 06/18)

		RPA #	EFFECTIVE DATE:
EMPLOYEE'S NAME		POSITION NUMBER (Agency - Unit - Class - Serial) 192-403-4870-901	
DIVISION/UNIT Enterprise Technology Support Section/Enterprise Application Unit		CLASS TITLE/WORKING TITLE Student Assistant - Application Development	

You are a valued member of the Commission on Teacher Credentialing (CTC). You are expected to work cooperatively with all employees, our customers and members of the public to enable the CTC to provide the highest level of service possible. Your creativity and ingenuity are encouraged. Your commitment to treat others fairly, honestly, respectfully and professionally is critical to the success of the CTC's Mission.

BRIEFLY (1-3 sentences) DESCRIBE THE POSITION'S PRIMARY ROLE AND PURPOSE. PLEASE INCLUDE THE POSITION'S REPORTING RELATIONSHIP AND LEVEL OF INDEPENDENCE.

Under direction and close supervision of the Enterprise Application Unit Supervisor (IT Supervisor II), in a learning capacity, the Student Assistant will provide technical programming and analysis support for the development, enhancement, maintenance, and testing of custom web-based application software using the latest Microsoft software development tools and technologies including Visual Studio, C#, ASP.NET, MVC, JavaScript and SQL Server. The incumbent will code programming logic, perform testing, and will be responsible for utilizing applicable phases of the Software Development Lifecycle (SDLC). The incumbent will also write SQL queries to retrieve data to fulfill data requests.

Percentage of time performing duties | Indicate the duties and responsibilities assigned to the position and the percentage of time spent on each. Group related tasks under the same percentage with the highest percentage first.

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40%	<b><u>ESSENTIAL FUNCTIONS</u></b> Perform functional programming in the development of custom application software and databases as well as maintenance and enhancements of existing systems while adhering to business requirements, commission technical standards and best practices guidelines. Software development may include the development of user interface mockups, coding, code refactoring, and integration of existing code bases.
20%	Troubleshoot end-user reported issues, debug code, and testing. Communicate technical ideas and concepts with team members, project leads, project managers, and supervisors as necessary, during all phases of the software development process.
20%	With assistance from lead staff, write SQL queries to fulfill data requests for Commission staff and external stakeholders. Review documentation and database architecture to understand data relationships and how data is stored.
15%	With assistance from lead staff, develop application and database documentation including data flow diagrams, entity relationship diagrams (ERD), user interface mockups, test plans, training manuals and general documentation. Maintain project documentation and other relevant information on SharePoint project sites.
5%	<b><u>MARGINAL FUNCTIONS</u></b> As assigned, participate in information technology projects undertaken by the Unit or ETSS.

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### KNOWLEDGE AND ABILITIES

*Knowledge of:*

*Software Development Lifecycle (SDLC)*

*ASP.NET*

*C#*

*MVC*

*HTML*

*SQL*

*jQuery*

*CSS*

*Bootstrap*

*Microsoft Windows operating system*

*Design documentation such as ERDs, wireframes, test plans*

*Ability to:*

*Work cooperatively with others*

*Work efficiently*

*Report to work on time*

*Maintain consistent and regular attendance*

*Work with changing deadlines and priorities*

*Look and act in a professional manner*

*Get along with others*

*Meet deadlines*

*Work independently and as a team*

*Attend and participate in meetings*

*Adapt to changes in technology*

*Skill to:*

*Communicate effectively in writing in a courteous and professional manner*

*Read and comprehend written materials to apply information and determine appropriate course of action*

*Analyze and evaluate data and information to formulate conclusions and courses of action*

*Prepare clear and concise written and verbal instructions to audiences with varying level of understanding*

*Provide technical and descriptive documentation*

*Identify solutions to various IT related problems*

### INTERPERSONAL SKILLS

Excellent Interpersonal skills are required, as this position will be interfacing with all levels of staff within the Commission

Demonstrate a commitment to maintaining a work free environment free from discrimination and sexual harassment

Maintains good work habits and adheres to all policies and procedures

Fingerprint clearance

### DESIRABLE QUALIFICATIONS

Understanding and ability to participate in all phases of the SDLC including requirements: gathering requirements, business analysis, configuration management, and quality control desired

Experience with application development tools and technologies such as ASP.NET, C#, MVC, JavaScript, Visual Studio, SQL Server, C#, jQuery and Bootstrap

Apply creative thinking in the design and development of methods of processing information with information technology systems

Experience in maintaining database objects like tables/views/stored procedures/functions/triggers

Strong work ethic with the ability to work independently, and to prioritize and manage work to meet critical timelines

Excellent communication skills and team player spirit coupled with problem analysis and solving abilities

Work under pressure; quickly learn new concepts

### WORK ENVIRONMENT, PHYSICAL OR MENTAL ABILITIES

Work Environment:

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Requires prolonged sitting, use of telephone and terminals, frequent contact with employees  
Requires mobility to various areas of the CTC

**Physical Ability:**

Must possess and maintain sufficient strength, agility, endurance, and sensory ability to perform the duties contained in this duty statement with or without reasonable accommodation

***Some of the requirements above may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.***

**PERSONAL CONTACTS**

The incumbent has contact with all levels of Commission staff, management, consultants, and vendors.

**LEVEL OF RESPONSIBILITY – ACTIONS AND CONSEQUENCES**

The incumbent makes decisions that impact the functionality of the Commission technology applications and solutions. Failure to properly administer duties using good judgement, logic, and discretion, may result in poor performance or system degradation resulting in loss of efficiency through unnecessary delays, loss of data, loss of employee productivity, user dissatisfaction, and outages. Consequences include operational downtime, loss of business continuity, and poor customer service.

**MANAGER/SUPERVISOR'S STATEMENT: *I HAVE DISCUSSED THE DUTIES OF THE POSITION WITH THE EMPLOYEE***

MANAGER/SUPERVISOR'S NAME (Print)	MANAGER/SUPERVISOR'S SIGNATURE	DATE
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**EMPLOYEE'S STATEMENT: *I HAVE DISCUSSED WITH MY SUPERVISOR THE DUTIES OF THE POSITION AND HAVE RECEIVED A COPY OF THE DUTY STATEMENT***

The statements contained in this duty statement reflect general details as necessary to describe the principal functions of this job. It should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absence of relief, to equalize peak work periods or otherwise balance the workload.

EMPLOYEE'S NAME (Print)	EMPLOYEE'S SIGNATURE	DATE
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