General Statement of Duties
Performs standard level professional information technology work installing, configuring, and maintaining middleware infrastructure and platforms.

Distinguishing Characteristics
The IT Middleware Engineer Associate is distinguished from the IT Middleware Engineer Senior that performs full performance level professional design and configuration of middleware infrastructure and platforms. Provides coherent distributed middleware that connects software components and applications. Interacts with development team and analyzes requirements to implement middleware architecture. Works on advanced, complex technical projects or business issues requiring state of the art technical or industry knowledge.

Guidelines, Difficulty and Decision-Making Level
Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received & Quality Review
Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communication & Purpose
Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised
None

Essential Duties
Work with Developers and Architects in developing middleware configurations based on requirements.

Identify and apply innovative technologies to update existing middleware.

Assists with creating and maintaining documentation for middleware installations, changes and upgrades.

May coordinate with vendors and support team on problem resolution, design issues and upgrades.

Perform troubleshooting, incident response, and patching in a timely manner.
Troubleshoot and resolve technical problems in timely and accurate manner to improve application performance and functionality.

Assists with developing and implementing strategies for migration, consolidation and upgrade of middleware components.

Assists with evaluating system architecture and make recommendations as required.

Develop and implement standard processes for installation, maintenance and enhancement of middleware applications.

By position, may perform lead work on small to medium projects.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

**Competencies**

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Interpersonal Skills - Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals with differing viewpoints/opinions or who are difficult, hostile, or distressed; related well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Oral Communication – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on the job experience to perform one’s job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Technical Problem Solving - Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.

Technology Application – Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.

Technology Management - Keeps up-to-date on technological developments. Makes effective use of technology to achieve results. Ensures access to and security of technology systems.

**Knowledge & Skills**

Knowledge of system development methodologies used to plan, develop, implement, operate, and maintain middleware systems.

Knowledge of the principles and methods of web technologies, tools and delivery systems.
**Education Requirement**

Bachelor's Degree in Computer Science, Information Systems, Business Administration, Mathematics or a related field.

**Experience Requirement**

Two (2) years of professional level experience implementing and maintaining middleware systems.

**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Work is primarily performed in an office setting and frequently at other locations for meetings.

Work involves pressure due to multiple calls and inquiries and is subject to interruption.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Accommodation: ability to adjust vision to bring object into focus.
Agility: bends, stretches, twists, or reaches out with the body, arms, or legs.
Balancing: maintaining body equilibrium to prevent falling over.
Carrying: transporting an object; usually by hand, arm, or shoulder.
Color vision: ability to distinguish and identify different colors.
Fingering: picking, pinching, or otherwise working with fingers.
Handling: seizing, holding, grasping, or otherwise working with hands.
Hearing: perceiving the nature of sounds by the ear.
Reaching: extending the hand(s) and arm(s) in any direction.
Sitting: remaining in the normal seated position.
Standing: remaining one one’s feet in an upright position.
Stooping: Bending the body by bending the spine at the waist.
Talking: Expressing or exchanging ideas by means of spoken words.
Vision Far acuity: ability to see clearly at 20 feet or more.
Vision Near acuity: ability to see clearly at 20 inches or less.
Vision: To observe animal behavior, read signs, and reading colors.
Walking: moving about on foot on uneven surfaces.
Walking: moving about on foot.
Written Comprehension
Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.
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<thead>
<tr>
<th><strong>Background Check Requirement</strong></th>
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<tr>
<td>Criminal Check</td>
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<td>Employment Verification</td>
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<tr>
<th><strong>Assessment Requirement</strong></th>
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<th><strong>Probation Period</strong></th>
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<td>Six (6) months.</td>
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<tr>
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<tbody>
<tr>
<td>Pay Grade: I-812</td>
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<tr>
<td>FLSA Code: Y</td>
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<tr>
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