General Statement of Duties

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.

Distinguishing Characteristics

The IT Middleware Engineer Senior is distinguished from the IT Middleware Engineer Associate, which performs standard level professional information technology work installing, configuring, and maintaining middleware infrastructure and platforms.

Guidelines, Difficulty and Decision-Making Level

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received & Quality Review

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communication & Purpose

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised

By position, may perform lead work.

Essential Duties

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

Identify and apply innovative technologies to update existing middleware.

Create and maintain documentation for middleware installations, changes and upgrades.
Train Staff/Associate Engineers on middleware updates and new installations.

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.

Develop and implement strategies for migration, consolidation and upgrade of middleware components.

Evaluate 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 over other information technology professionals or performs project management duties.

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

Three (3) 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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