# Application Engineer Lead

**PD No.: PD-1312**

## POSITION INFORMATION

<table>
<thead>
<tr>
<th>Type of Action Requested:*</th>
<th>Replacement</th>
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<tbody>
<tr>
<td>Internal Team:*</td>
<td>SL-ITS - App Dev &amp; Integration-133600</td>
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<tr>
<td>Job Code/Employee Classification:*</td>
<td>Analyst/Programmer 12 Mo</td>
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<td>Classification Title:</td>
<td>Analyst/Programmer 12 Mo</td>
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<td>MPP Job Code:</td>
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<td>CSU Working Title:*</td>
<td>Application Engineer Lead</td>
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<td>Salary Range/Grade:</td>
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<td>Reports To:</td>
<td>Mgr of App Dev &amp; Info Mgmt</td>
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<td>Division:*</td>
<td>Information Services</td>
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<td>College/Program:*</td>
<td>ITS - Info Technology Svcs</td>
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<td>FLSA Status:*</td>
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## SENSITIVE POSITION

| Sensitive Position: | ☑ Yes ☐ No |

**Job Summary/Basic Function:**

Under general supervision, this position designs, develops, documents, and maintains campus enterprise applications. Primary activities include growing, and building applications for university educational and administrative systems. In addition, this position will support methods to integrate applications with the campus computing infrastructure, which includes authentication, provisioning, and enterprise portal services; utilizing current technologies and DevOps philosophies. Emphasis will be placed on providing development support for critical systems, managing application builds, updates, integrations and web services, as well as creating customized modules and external product implementations for applications currently in use, such as ERP systems, collaboration and communications tools, identity management, file sharing, mobile applications, web content management systems, campus card management, data management, billing, and other similar university related systems and/or applications.

The career level is broad and includes intermediate through senior level positions. Incumbents at this level work relatively independently and possess the experience to be fully proficient in performing most or all of the work assignments defined for their position. Typically, incumbents have acquired the requisite skills and knowledge through a combination of education, training, and progressive work experience to be able to demonstrate competence in independently applying technical judgment to standard and nonstandard applications and systems, solving a wide range of problems and developing practicable and thorough solutions, and using effective communication and listening skills.

**Minimum Qualifications:**

Bachelor’s degree and two years of relevant experience. Additional qualifying experience may be substituted for up to two years of the required education on a year-for-year basis.

**Required Qualifications:**

Ability to provide leadership, analyze needs, and ensure quality delivery of products and services.
Demonstrated ability to prioritize and assign work by leading sprint planning meetings, standup meetings, and value stream delivery for designated service area.

Demonstrated skill providing work direction and support for others and the ability to use reason and negotiation to build consensus towards decisions; demonstrated ability to establish and maintain cooperative working relationships.

Demonstrated ability to achieve established objectives by managing project timelines, coordinating resources and staff, and leading implementation efforts.

Ability to apply sound judgment in managing conflict, setting priorities, and escalating problems.

Demonstrated skills working with cloud technologies (e.g., AWS, Azure, GCP) and DevOps application management strategies and techniques; CI/CD workflows and code management standards.

Demonstrated skill with deployment automation tools and techniques; demonstrated skill utilizing Ansible, Chef, or Puppet.

Demonstrated ability to develop and deploy applications and database applications using enterprise-level tools including application languages, query languages, and web development tools.

Demonstrated skill maintaining, developing, and supporting enterprise authentication systems, custom-developed applications, ERP systems, and portal/mobile frameworks.

Demonstrated skills developing applications using modern languages and frameworks (e.g., JAVA, PHP, Python, Perl, PeopleCode, etc.).

Demonstrated skills using database/query languages to store, manipulate, and retrieve data (e.g., MySQL, Oracle, MSSql, PostgreSQL, or Aurora).

Thorough working knowledge of software development life cycle (SDLC), structured programming, object-oriented design and development techniques, continuous improvement and change management business practices.

Thorough working knowledge of testing practices, application debugging and troubleshooting procedures.

Demonstrated ability to identify and implement critical maintenance fixes and to isolate and correct malfunctions, including interface problems.

Ability to identify, assess impact, and develop recovery strategies and documentation for application or system failures.

Working knowledge of common software application packages and deployment automation tools for performance monitoring and issues tracking.

Demonstrated skill working with Linux, UNIX and Windows operating systems.

Demonstrated ability to research and evaluate new technologies and software to meet user needs.

Demonstrated ability to work with technical and non-technical staff to identify user requirements and translate them into technology-based solutions.

Ability to use creative problem-solving skills and apply effective technical solutions.

Ability to apply campus information security policy and standards to develop specific security requirements. Ability to apply security models and frameworks to ensure appropriate database security is maintained.

Excellent verbal and written communication skills, including the ability to prepare and deliver formal and informal documentation, presentations, and training to a variety of end users.

Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.

Ability to foster and maintain positive and professional working relationships; ability to effectively handle
interpersonal interactions at all levels and respond appropriately to conflicts and problems.

Interest and ability to maintain and enhance technical currency.

General knowledge of requirements for accessibility and other regulatory compliance.

Preferred Qualifications:

Certifications:

- Associate AWS SysOps Administrator or higher
- Associate AWS Developer or higher
- Degree in computer science or related field.

- Demonstrated experience with analytics and logging software.
- Thorough working knowledge of lean/agile work management processes.
- Understanding of AWS tools and frameworks.
- Working knowledge of model-view-controller (MVC) architecture.
- Demonstrated experience with data networking TCP/IP concepts and how they relate to application delivery.

Special Conditions:

- Ability to safely move equipment up to 50 pounds, with or without assistance.
- Must be able to successfully pass a pre-employment background/fingerprint check.

- This position classification has been defined as exempt and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

- Must be able to adjust working hours to meet special jobs. Must be able to work overtime or holidays on an as-needed basis.

- May be called back periodically to perform work as needed on an emergency basis.

- Must be able to rotate evening, weekend, and holiday “on-call” hours, and be reached in support of production processing.

- Must be willing to travel and attend training programs off-site.

- The person holding this position is considered a ‘mandated reporter’ under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

License / Certification:

- N/A

Mandated Reporter:

- General - The person holding this position is considered a general mandated reporter under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083, revised July 21, 2017.

NCAA:

- Yes  ☐ No

Conflict of Interest:

- None

Supervises Employees:

- ☐ Yes  ☐ No

Job Duties

**JOB DUTIES**

<table>
<thead>
<tr>
<th>% of time</th>
<th>Duties / Responsibilities</th>
<th>Essential / Marginal</th>
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https://admin.do4.pageuppeople.com/v5.3/provider/manageJobs/editJob.asp?i2Data=UFUJVfMz-0TEhAIr0AO7Ks5yTmuD9Ndmp1CSVZ-_bPztxuKanNFZN/ToucoewDVqV73iCzL-IsuVIYFWjQylIY5S9EFl-0.kk2N1q...
Team Lead: Under the direction of the manager, provide guidance to staff including evaluating and setting work priorities; scheduling and assigning work; reviewing work against standards and providing performance feedback; and determining training needs and training staff.

Ensure outstanding customer service and support.

Assist with absence management reporting and ensure appropriate coverage and support for production systems.

Provide performance feedback for support staff evaluations.

Lead best practices for security, policy and procedure.

Document work instructions and processes.

Ensure service and operational escalation, incident management and lessons learned for service area.

Prioritize and assign daily work; support total time accounting.

Oversee work planning, such as work completion, sprint planning, standup meetings.

Participate in vendor interactions and negotiations.

Foster ITS values and mentors' peers.

Monitor gaps in skills and assist in the identification and scheduling of training for members of the group.

Application Administration and Maintenance: Develop and support enterprise applications, including implementing, integrating, and maintaining servers, application releases, web services and customized modules and reports.

Provide technical analysis, support, and defect resolution of assigned applications, tools and interfaces. Maintain and support assigned systems to ensure minimal downtime and loss of productivity and service.

Analyze functional requirements; research, design, develop, test and implement applications, modifications, and interfaces.

Install, test, maintain, and troubleshoot software.

Use SDLC methods and procedures to facilitate application source code management and modifications.

Analyze user system and application needs; recommend and implement appropriate solutions.

Develop and conduct user needs assessments.

Analyze security requirements and implement procedures to meet these requirements. Review assigned responsibilities to identify and manage security risks. Escalate security issues as appropriate.

Prepare and maintain documentation. Develop training materials.

Consultation, Collaboration, & Support: Develop and implement maintenance and project plans for enterprise applications and associated systems.

Consult and collaborate with functional customers and technical staff to identify and document requirements. Determine and evaluate alternative approaches to meet user needs and recommend optimal solutions.

Provide support to both technical and non-technical staff.

Leverage design expertise to collaborate with stake holders to identify and implement procedures that facilitate a smooth delivery of services or enhancements to existing services.

Assess vendor proposals and provide technical recommendations.
Provide escalated tier 2 and tier 3 support to both technical and non-technical staff.

Document assignment status as required by supervisor. Escalate problems or unexpected resource requirements.

Apply general knowledge of requirements for accessibility and other regulatory compliance where appropriate.

Identify opportunities to enhance customer experience and improve service offerings.

Support continuous improvement initiatives.

Provide training and lead work direction to student assistants.

Use available resources to maintain and enhance technical currency.

Maintain and develop interpersonal skills to support departmental collaboration and success.

Perform other job-related duties and special projects as assigned.

SELECTION CRITERIA

SL - Values diversity

Demonstrates skill in engaging with multiple groups to identify and solve issues and ensure mutual benefit

POSTING DETAILS

Advertising Summary: Our Application, Data, and Integration Services group is looking for an experienced lead for our Application Engineering team. This team develops custom applications critical to the operations of the University, and supports key products such as our Multi-Criteria Admissions system and campus portal. Candidates should possess significant experience performing and managing Java/Java EE application development and have strong knowledge of the full software development lifecycle. Significant experience with Amazon Web Services is also essential. Join us!

Advertisement text:*
Key Qualifications

- Demonstrated ability to prioritize and assign work by leading sprint planning meetings, standup meetings, and value stream delivery for designated service area.
- Demonstrated ability to achieve established objectives by managing project timelines, coordinating resources and staff, and leading implementation efforts.
- Demonstrated skills working with cloud technologies and DevOps application management strategies and techniques; CI/CD workflows and code management standards.
- Demonstrated skill with deployment automation tools and techniques; demonstrated skill utilizing Ansible, Chef, or Puppet.
- Demonstrated skills working with cloud infrastructure platforms (e.g., AWS, Azure, GCP).
- Demonstrated skills developing applications using modern languages and frameworks (e.g., Java/JavaEE, Python, etc.).
- Demonstrated skills using database/query languages to store, manipulate, and retrieve data (e.g., MySQL, Oracle, MSSQL, PostgreSQL, or Aurora).
- Thorough working knowledge of software development life cycle (SDLC), structured programming, object-oriented design and development techniques, continuous improvement and change management business practices.
- Thorough working knowledge of testing practices, application debugging and troubleshooting procedures.

Education and Experience

Bachelor's degree and two years of relevant experience. Additional qualifying experience may be substituted for up to two years of the required education on a year-for-year basis. Degree in computer science or related field highly preferred.

Preferred certifications:

- Associate AWS SysOps Administrator or higher
- Associate AWS Developer or higher

Salary:

Classification Range:

Cal Poly

Known for its Learn by Doing pedagogy, Cal Poly is the flagship of the world-renowned California State University system. Annually recognized as one of the top public universities in the nation, Cal Poly continues to offer an academic curriculum based on learned experience gained through real-world practice. Located in San Luis Obispo, Cal Poly is nestled comfortably among the coastal foothills, minutes from the Pacific Ocean and equidistant to the Bay Area and Los Angeles.

Cal Poly offers a best-in-class benefits program, including health, dental and vision insurance, retirement participation in the Public Employees' Retirement System, and educational benefits for eligible employees. See our benefits website for additional information.

Diversity Statement

At Cal Poly, we believe that cultivating an environment that embraces and promotes diversity is fundamental to the success of our students, our employees and our community. Bringing people together from different backgrounds, experiences and value systems fosters the innovative and creative thinking that exemplifies Cal Poly's values of free inquiry, cultural and intellectual diversity, mutual respect, civic engagement, and social and environmental responsibility.

Cal Poly's commitment to diversity informs our efforts in recruitment, hiring and retention. California Poly is an affirmative action/equal opportunity employer.

Supplemental Information

Following a conditional offer of employment, a background check (including a criminal records check) must be completed satisfactorily before any candidate may start work with Cal Poly. Failure to satisfactorily complete the background check may result in the withdrawal of the offer of employment. Current employees who are offered positions on campus will be required to undergo a background check for any position where a background check is required by law or that Cal Poly has designated as sensitive.

The person holding this position is considered a 'mandated reporter' under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

This position may be "Designated" under California State University's Conflict of Interest Code. This would require the filing of a Statement of Economic Interest on an annual basis and the completion of training within 6 months of assuming office and every 2 years thereafter.

Cal Poly, San Luis Obispo is not a sponsoring agency for staff positions (i.e. H-1B visas).
Justification for Position: For all positions, please summarize the following points for budget and senior leader review. Please note, this information is required; and requests will be returned if not completed:

Business Need: What operational or strategic goals will this role support? What are the consequences of not filling it?

Impact on Operations: What are the anticipated benefits to business operations (i.e. enable greater customer service focus, decrease backlog, serve students more efficiently, etc.)?

Anticipated Cost: What is the overall cost for the role (include base salary range + average benefit cost, advertising, relocation, and hiring bonus, (if applicable)?

Budget Analysis: How is this position to be funded? If funded from current departmental operating funds, please indicate if department has sufficient budget to support the hire.

Approval Workflow: If this position will have a primary job function related to any of the areas below please select the “Shared Services” approval workflow at the bottom of the job card.

Budget
Finance
IT
Human Resources
Development
Marketing
Communications
Diversity and Inclusion
Facilities

Additional information for new MPPs:
What duties require the use of an MPP job code? Please attach an organizational chart in the Documents tab above.

Hiring Administrator:* Brian Spolarich

Approval process:* SL - Staff - Replacement PD - Edits

1. Appropriate Administrator: Brian Spolarich ✔ Approved Apr 20, 2020

HR/Faculty Affairs Representative:* Jordan McKim