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| STAFF Position Description |

**Instructions:** C*omplete this form for all staff positions. The form is also used to request a classification review of a currently filled position, or to update a position description with no review requested. After completion of the form, a signed copy should be given to the employee (if the position is filled), one copy forwarded to the Office of Human Resources, and the original electronic version maintained by the department.* [NOTE: This form is unlocked; you will need to **Ctrl + Click** to open links.]

**A. Action Requested**

[ ]  Request a New position OR [x]  Fill a Vacant position *(Must initiate through online recruitment)*
[ ]  Initiate a Classification Review for a filled position

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| **Requestor:** [ ]  Employee OR [ ]  MPP Administrator  | **Name:**  |

[ ]  Update an existing position description *(no review requested)*

[ ]  New Employee/Appointment acknowledgment of the position description *(no review requested)*

 *(Employee should be given full position description within one week of start date)*

**B. Current Information**

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| **Name of current incumbent:** *(if filled)*  | **Employee ID #:**  |
|  *Or if vacant*, *name of previous incumbent*: Gerardo Rodriguez |
| **Classification Title:** Analyst/Programmer  | **Job Code:** 0400  | **Grade:** 1 | **Position #:** 99745925 |
| **Working Title:** *(optional*)Integrations Developer | [**FLSA**](https://www.csun.edu/sites/default/files/CSU-Staff-Job-Codes.pdf) **Status:** Nonexempt*(See link to* [***CSU FLSA/Job Code List***](https://www.csun.edu/sites/default/files/CSU-Staff-Job-Codes.pdf)*)* |
| **Department ID:** 10277 | **Department Name:** IT Adm App Development | **Time Base:** 1.00 |
| **Lead** *(Staff lead, if applicable)***Name:** Ping Jiang | **Classification Title:** Analyst/Programmer | **Working Title:**Application Development Lead |
| **MPP Administrator/Department Chair** *(Reports To)***Name:** Anu Nagarajan | **Working Title:**Sr. Director, Enterprise Application Development |

*Please attach an org chart, if requesting a reorganization (current and proposed) (See link to* [***Campus Org Chart***](https://www.csun.edu/hr/orgchart)*)*

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| **Is this a sensitive position as designated by the CSU?** [ ]  Yes [x]  No *(See link to* [***Sensitive Positions Table***](http://www.csun.edu/sites/default/files/sensitive-positions-table1.pdf)) |

 **C. Position Purpose** *(Hint: Complete Section D. first and then summarize position’s purpose; typically between 2 to 5 sentences)*

*Please briefly describe the primary function, nature, and scope of the position.*

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| Under the direct supervision and guidance of the Lead Application Developer, the position assists with the development, configuration, and support of integrations and data transfer between CSUN’s internal and external systems. This includes working with CRM, ERP, and other web/app environments. Assists with data management from both source and destination. Helping plan and configure integrations. Supports the optimization of systems used for integration. Participates in project management tasks. Assists with the design, development, and maintenance of integrations between various systems and platforms. Collaborates with stakeholders to understand integration requirements and translate them into technical specifications. Assists with writing clean, efficient, and maintainable code to implement integrations using appropriate programming languages and technologies (e.g., APIs, RESTful services, SOAP, etc.). Tests integrations thoroughly to ensure reliability, performance, and security. Assist with troubleshooting and resolving issues with existing integrations in a timely manner. Documents integration processes, configurations, and changes for reference and future maintenance. Assists with providing technical support and guidance to end users and other teams as needed. Staying up-to-date with industry trends, best practices, and emerging technologies related to integrations and APIs. Collaborates with cross-functional teams, including developers, architects, project managers, and business analysts, to deliver integrated solutions. Participates in code reviews, team meetings, and agile/scrum activities to ensure effective collaboration and delivery. Maintains proficiency in a combination of languages and platforms, including but not limited to Boomi, Python, JavaScript, HTML, CSS, PHP, Java, SQL, PeopleSoft, Salesforce. |

**D. Major Duties**

*Describe each major set of responsibilities assigned to this position (typically 4 to 7) listing them in order of importance. Indicate the approximate percentage (minimum of 5% for a given major duty, with the total equaling 100%) of time spent in each area of responsibility, estimated over a year timeframe. Miscellaneous or other duties as assigned should be 5%.*

*Indicate duties, which are “****essential functions****” by checking the Essential box in the right column (15% or greater to be considered essential).*

*The Americans with Disabilities Act (ADA) provides that there shall not be a barrier to employment for an otherwise qualified disabled individual who is able to perform the “****essential functions****”, which is intrinsic to the work.* ***A function may be essential because******1)*** *the position was established to perform the function;* ***2)*** *a limited number of employees are available to perform the function; and/or* ***3)*** *removing the function would fundamentally change the position.  (Example: A receptionist must be able to respond to in-person, telephone and electronic inquiries).*

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| **Description of Duties**  | **% of TimeTotal = 100** | **Essential (Minimum 15%)**  |
| **Software Development:*** Assist in the development of new solutions for CSUN’s CRM, ERP, and web presence. This includes writing code for custom applications and contributing to the overall development process.
* Writes software code to power custom CRM, ERP, and web applications and other supporting applications
* Implements feedback from code reviews to ensure well-written, secure, scalable, maintainable, and well-documented code that adheres to standardized coding practices.
* Works with cloud technologies and web services to leverage the capabilities of these tools to improve or otherwise enhance new and existing services
* Helps identify and investigate new and emerging technologies, tools and/or approaches to improve projects, the project lifecycle, and the development cycle of service offerings
 | 20 | [x]  |
| **System Integration Planning and Innovation** * Helps plan and configure integrations between different systems. Works with data from both source and destination to ensure smooth data transfer.
* Leverages cloud services in ways that are beneficial to new and existing services and that are cost-effective
* Works with carrying out migrations from existing tools to newly implemented tools
* Leverages provided tools to design and develop new offerings within low-code and no-code services
* Identifies ways to incorporate new and emerging technologies into the CSUN CRM, ERP, and related web presence
 | 20 | [x]  |
| **Project Planning & Development Support:** * Work in addressing the planning requirements of a project over each of the components of the product lifecycle for offerings in the CSUN CRM, ERP, and related web/app presence
* Ensures timely completion of assigned project tasks
* Ensures clear communication of tasks that need to be completed on a project
* Works with team on setting expectations of project tasks as well provide guidance on external users who will be involved in the relevant stages of the product development lifecycle
* Helps with efforts towards planning and facilitating student events, student competitions, and user feedback sessions
* Helps identify new ways to use existing products
* Contributes to the design and development of new offerings within low-code and no-code services.
* Assists in planning project tasks over the product lifecycle.
* Performs testing and vetting of potential new service offerings
 | 15 | [x]  |
| **User Support and Issue Resolution** * Address user issues submitted via email and Help Center tickets
* Updates users with status and progress on task completion
* Ensures timely resolution of user concerns
 | 10 | [ ]  |
| **Documentation and Compliance** * Document processes and code under the supervision of senior developers. Ensure that all documentation is clear, concise, and up-to-date.
* Helps writing proper documentation of all code.
* Helps with documenting procedures to be used by other team members and/or external users
* Updates and maintains disaster recovery documentation and business continuity documentation for locally-hosted and cloud-hosted solutions. Work on the required disaster recovery and business continuity testing following the prepared documentation
* Maintains process and procedural documentation up to date with the production versions of service offerings, and in adherence to CSUN policies and security standards
 | 20 | [x]  |
| **Accessibility Assessment and Implementation Support:** * Assists in scanning new and existing CRM, ERP, and web pages for accessibility needs. Implement mitigations and fixes for identified accessibility concerns.
* Helps scan for and identify accessibility needs in new and existing CRM, ERP, and web pages
* Implement mitigations and fixes for identified accessibility concerns across the CRM, ERP, and related web presence and application implementations
* Helps perform regular accessibility tests on existing CRM, ERP, and web pages and services
* Attends accessibility training offerings and performs research on the latest accessibility standards
 | 10 | [ ]  |
| Performs other duties as assigned. | 5 | [ ]  |

**E. Physical and Cognitive Demands; and Environmental Conditions**

*Check the appropriate box for each of the following items that most accurately describes the minimum extent of the specific activity performed by this position. Based on a typical workweek.*

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| **PHYSICAL DEMANDS** | **Greater than****50%** | **Less than** **50%** | **N/A** |  |  | **Greater than****50%** | **Less than** **50%** | **N/A** |
| 1. Key Boarding and Mousing
 | [x]  | [ ]  | [ ]  |  | 1. Lifting or Carrying
 |  |  |  |
| 1. Repetitive Motion of upper extremities
 | [ ]  | [x]  | [ ]  |  | 1. Up to 10 lbs.
 | [x]  | [ ]  | [ ]  |
| 1. Hearing
 | [ ]  | [x]  | [ ]  |  | 1. Up to 25 lbs.
 | [ ]  | [x]  | [ ]  |
| 1. Sight
 | [ ]  | [x]  | [ ]  |  | 1. Up to 50 lbs.
 | [ ]  | [ ]  | [x]  |
| 1. Sitting
 | [x]  | [ ]  | [ ]  |  | 1. Over 50 lbs.
 | [ ]  | [ ]  | [x]  |
| 1. Standing
 | [ ]  | [x]  | [ ]  |  | 1. Pushing or Pulling
 |  |  |  |
| 1. Walking
 | [ ]  | [x]  | [ ]  |  | 1. Up to 10 lbs.
 | [x]  | [ ]  | [ ]  |
| 1. Bending *(from waist or neck)*
 | [ ]  | [x]  | [ ]  |  | 1. Up to 25 lbs.
 | [ ]  | [ ]  | [x]  |
| 1. Climbing *(Ladders, stairs or stools)*
 | [ ]  | [ ]  | [x]  |  | 1. Up to 50 lbs.
 | [ ]  | [ ]  | [x]  |
| 1. Stooping, Kneeling, or Squatting
 | [ ]  | [ ]  | [x]  |  | 1. Over 50 lbs.
 | [ ]  | [ ]  | [x]  |
| 1. Reaching
 | [ ]  | [ ]  | [x]  |  |  |  |  |  |

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| **ENVIRONMENTAL CONDITIONS** | **Greater than****50%** | **Less than** **50%** | **N/A** |
| 1. Inside *(Typical office environment)*
 | [x]  | [ ]  | [ ]  |
| 2. Elevated Work *(Raised platform/scaffold)* | [ ]  | [ ]  | [x]  |
| 1. Extreme Temperature *(hot or cold)*
 | [ ]  | [ ]  | [x]  |
| 1. Outdoor
 | [ ]  | [ ]  | [x]  |
| 1. Hazards
 | [ ]  | [ ]  | [x]  |

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| **OTHER**  *Describe any additional demands/conditions or special circumstances (including special schedules) that are pertinent to the position.* |
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**F. Equipment** *List any special software and machines, tools, and equipment used on a regular basis.*

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| **Type**  | **Purpose and Desired Results**  |
| *Example A1) Lawn Mower Example B1) Microsoft Word* | *Example A2) Mowing grass Example B2) Create or update documents* |
| Git, text editors, integrated development environments (IDEs) | Write, edit, and contribute software code to projects. Git will be used for version control. |
| Web services and application programming interfaces (APIs) | Cloud technologies will be used to host and/or develop many of the projects |
| ssh, terminal | Interact with remote systems, and interact with code written locally |
| Windows, macOS, Linux machines | Write and test code, check accessibility of products on different platforms |

**G. Training and/or Licenses; and Additional Experience, Knowledge, Skills, and Abilities**

**(A). Training and/or Licenses:** *List required and preferred training, licenses or certifications. If a license is required for any position outside of the* [*CSU Professional License Table*](https://www.calstate.edu/hrpims/pims/Appendix/professional_license_table.htm)*, a justification must be provided in description.* ***\*****Any CSU/CSUN “Required” training will be provided after starting the appointment.*

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|  | **Required** | **Preferred** | **N/A** |
| **\***CSU Sexual Harassment Prevention / Title IX / Data Security Training *(Required for ALL employees)* | [x]  |  |  |
| **\***CSUN Procurement Card (P-Card) Training | [ ]  | [x]  | [ ]  |
| **\***CSUN [Defensive Driver Training](https://www.csun.edu/ehs/request-defensive-driving-powered-cart-training)  and Powered Cart/Low Speed Vehicle Safety Training (if appl) | [ ]  | [ ]  | [x]  |
|       | [ ]  | [ ]  | [ ]  |
| **(B). Additional Experience, Knowledge, Skills, and Abilities:***List additional knowledge, skills, abilities and unique experience. Human Resources will determine the minimum qualifications based on the CSU Classification Standards.* |
| Proficiency in a combination of languages and platforms, including but not limited to Boomi, Python, JavaScript, HTML, CSS, PHP, Java, SQL, PeopleSoft, Salesforce. |

**H. Lead or Oversight of Other Positions**  [ ]  Yes [x]  No (Please list below) *List positions (including Student Assistants and Volunteers) that incumbent will lead, oversee or provide direct or general work direction, if applicable. (Generally, non-MPP Staff may lead, oversee, coordinate, and provide input for hiring and evaluations to MPP Administrators. Management and supervision authority is held at the MPP Administrator level.):*

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| **Working Title** *(if applicable)* | **Classification Title** | **Position Number(s)** |
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**I. Changes in Position**

*Summarize the changes (including minor updates, additions, and removals) that have been made to the position since it was last reviewed.*

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| Department requests to reclassify the position to level 1 & update the working title. |

**J. Signatures** *(Print, sign and date below)*  **EMPLOYEE** (*Acknowledgement of reading and receiving a copy of this job description*)

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| **Employee:**  | **Signature:**  | **Date:**  | **Extension:**  |
| **LEADS / MPP ADMINISTRATORS** (*Acknowledgement that the information is accurate*) |
| **Non-MPP Lead:** *(if applicable)*Ping Jiang | **Signature:**  | **Date:**  | **Extension:** 6345 |
| **1st level MPP Administrator/Dept. Chair:** *(required)*Anu Nagarjan  | **Signature:**  | **Date:**  | **Extension:** 4279 |
| **2nd level MPP Administrator:** *(if applicable)*Ryan Conlogue | **Signature:**  | **Date:**  | **Extension:** 6222 |
| **3rd level MPP Administrator:** *(if applicable)*Ranjit Philip | **Signature:**  | **Date:**  | **Extension:** 7171 |
| **4th level MPP Administrator:** *(if applicable)* | **Signature:**  | **Date:**  | **Extension:**  |