SENIOR SYSTEMS INTEGRATION ENGINEER

JOB CODE: 30188	PAY GRADE: 25	PAY RANGE: $71,496 - $114,394

GENERAL DESCRIPTION

Under the general supervision of the PRIME Director in a collaborative environment, the Senior Systems Integration Engineer (SSIE) performs work of a highly technical nature. The SSIE provides advanced support for Pinellas County's regional computer-aided dispatch (CAD), records management system (RMS), and mobile solution. The SSIE configures the system, develops interfaces using system APIs, creates dashboards and analytical reports, generates system forms and workflows, mines SQL Server data, and acts as the liaison between the software vendor and the customer. The SSIE should have a natural analytical way of thinking and be able to explain complex concepts to non-technical users.

SUPERVISES OTHERS: No

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Create Microsoft PowerBi Reports, SSRS reports, system reports, and analytical dashboards for customers.
- Configure and optimize complex software parameters, rules engines, workflows, and integrations to align system capabilities with customer requirements, ensure peak performance, and facilitate seamless data flows across platforms.
- Consult with users, management, vendors, and technicians to assess competing needs and system requirements.
- May lead meetings and presentations to share ideas and findings and interpret organizational goals, policies, and procedures.
- Identifies business and service process best practices and works with key stakeholders to deliver process improvements.
- Work with consortium staff, and vendor to prioritize requests and issues.
- Collaborating with management, consortium staff, and customers to identify end-user requirements and specifications.
- Identifies and analyzes complex problems; distinguishes between relevant and irrelevant information to make logical decisions; provides solutions to problems.
- Demonstrates technical leadership when working with peers and customers to achieve long-term solutions for a variety of technology needs.

- Assists with implementing and rolling out standardized applications to consortium members.
- Interviews and consults with multi-jurisdictional personnel to determine needed data and information for assigned projects and review project plans to plan and coordinate project activity.
- Resolves advanced service desk tickets and customer-reported problems.
- Create and maintain documentation, FAQs, and training material for systems as needed.
- Responsible for conducting prototypes, developing functional specifications, data mapping, function mapping, setting of configuration tables, and setting of transaction/ control tables.
- Design and Develop applications using event-driven APIs, REST APIs, batch jobs, and API-led methodology.
- Performs related work as assigned.

QUALIFICATIONS

- Graduation from an accredited college or university with a Bachelor's Degree in Computer Science, Business Administration, Public Administration, or a related field and 4 years of experience in a related field or equivalent combination of education and experience.
- Background in law enforcement, fire, 911, EMS, and/or government is preferred.
- Strong organizational and time management skills and the ability to perform independently in setting objectives and determining how to proceed.
- Ability to communicate clearly and concisely, orally and in writing.
- Job requires a willingness to lead, take charge, and offer opinions and direction.
- Position requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.

KNOWLEDGE, SKILLS, AND ABILITIES

- Considerable experience in a Microsoft enterprise environment, including SQL Server Management Studio, PowerBi, MS Visio, and MS Visual Studio.
- Collaborating in team meetings face-to-face and via remote-working tools.
- Testing and deploying programs and applications.
- Design, code, and integrate moderately complex applications, leveraging APIs to build reusable microservices, enable system interoperability, and create seamless automated data exchanges across customer platforms and databases.
- Troubleshooting, debugging, maintaining, and improving existing software.

- Compiling and assessing user feedback to improve software performance and recommend improvements to existing software products.
- Ability to quickly learn the objectives, structures, operations, and policies of consortium areas.
- Strong problem-resolution, negotiation, and influencing skills.
- Strong systems thinking ability to identify impacts to people, processes, and technology.
- Demonstrated ability to communicate complex technical information in a condensed manner to various stakeholders verbally and in writing.
- Adaptability and a willingness to learn new skills.
- Ability to determine how a system should work and how changes in conditions, operations, and the environment will affect outcomes.

PHYSICAL ABILITIES

The physical abilities listed below are estimates of time spent during a typical workday to perform essential functions and responsibilities. Members in this position may be required to:

- Sit up to 7 hours per day
- Stand up to 3 hours per day
- Walk up to 2 hours per day
- Occasionally lift up to 10 lbs.
- Occasionally bend, squat, climb, reach, kneel, and/or twist