This position is responsible for the operation of a department. An individual in this position will be expected to perform additional job related responsibilities and duties as assigned and/or necessary.

**Essential Functions**

An individual must be able to successfully perform the essential functions of this position with or without a reasonable accommodation.

Manages software solutions by completing change controls for implementation; configuring new hardware and software; assisting with user acceptance testing; documenting user questions and issues; communicating business needs (for example, timelines, multi-team requirements) to other Information Systems Division (ISD) teams; and monitoring system functionality (for example, user satisfaction, system performance).

Participates on team projects by identifying interrelated project activities (for example, timelines, milestones, deliverables) and ensuring deliverables and timelines are met; gathering requested information; writing and testing programs and scripts; implementing test scripts and procedures; testing and installing software; writing and maintaining system documentation; compiling documentation reports; and documenting application changes.

Supports software platforms by responding to user questions and problems; researching and monitoring service level functions (for example, performance, availability, reliability, access control); escalating and monitoring unresolved issues; implementing basic changes (for example, scripts, configurations, contracts, purchase orders); consulting other application teams on unresolved issues; monitoring alerts; and participating in change management processes.

Demonstrates up-to-date expertise and applies this to the development, execution, and improvement of action plans by providing expert advice and guidance to others in the application of information and best practices; supporting and aligning efforts to meet customer and business needs; and building commitment for perspectives and rationales.

Provides and supports the implementation of business solutions by building relationships and partnerships with key stakeholders; identifying business needs; determining and carrying out necessary processes and practices; monitoring progress and results; recognizing and capitalizing on improvement opportunities; and adapting to competing demands, organizational changes, and new responsibilities.

Models compliance with company policies and procedures and supports company mission, values, and standards of ethics and integrity by incorporating these into the development and implementation of business plans; using the Open Door Policy; and demonstrating and assisting others with how to apply these in executing business processes and practices.

**Competencies**

An individual must be proficient in each of the competencies listed below to successfully perform the responsibilities of this position.

**Customer/Membership Centered:** Meet Internal and External Customer/Membership Needs - Identifies the requirements, expectations, and needs of customers/members. Supports and aligns with initiatives, goals, and actions focused on improving customer/member service. Addresses the concerns and issues of internal and external customers/members. Uses customer/member data, analyses, and insights to improve customer/member-related decisions.

**Judgment:** Demonstrate Professional Judgment - Researches and integrates relevant information and data, and uses expertise to make recommendations or decisions. Identifies and applies sound, fact-based criteria in setting priorities and making decisions. Uses business measures and analyses to identify improvement opportunities. Probes and looks beyond symptoms to determine the root causes of problems and identify possible solutions.

**Execution and Results:** Focus on Execution and Results - Aligns and pursues work activities to achieve the mission and business priorities of the organization. Shares information, practices, and resources across functions, organizations, and locations to improve performance. Effectively uses existing processes and tools to achieve performance objectives. Uses and explains major process steps to manage time, resources, and challenges to meet goals.

**Planning and Improvement:** Plan for and Improve Performance - Develops and implements plans, practices, and processes to better achieve organizational goals. Develops contingency plans to manage or eliminate potential problems. Identifies and recommends ways to continually improve and streamline processes and practices.

**Influence and Communicate:** Build Influence - Develops and presents logical, convincing reasons in support of one's perspectives and initiatives. Proactively shares relevant information and timely updates with appropriate people. Listens attentively and asks questions to ensure understanding. Researches information for and prepares documents and presentations that effectively convey relevant information in a timely manner.

**Ethics and Compliance:** Model Ethics and Compliance - Complies with policies and procedures. Demonstrates ethical performance. Supports efforts to enforce compliance with policies and procedures.

**Adaptability:** Adapt Professionally - Demonstrates creativity and strength in the face of change, obstacles, and adversity. Adapts to competing demands and shifting priorities. Updates and shares knowledge and skills to keep current in one's area of expertise. Embraces change and supports its implementation.
Build Relationships: Form Relationships - Builds trusting, collaborative relationships and alliances across functional and organizational boundaries. Relates to others in an accepting and respectful manner, regardless of their organizational level, personality, or background. Collaborates with people from diverse backgrounds, experiences, and functional areas to discover new perspectives.

Physical Activities
The following physical activities are necessary to perform one or more essential functions of this position.

- Enters and locates information on computer.
- Presents information to small or large groups and individuals.
- Communicates effectively in person or by using telecommunications equipment.
- Creates documents, reports, etc., using a writing instrument (such as a pencil or pen) or computer.
- Visually verifies information, often in small print.
- Reads information, often in small print.

Entry Requirements

Minimum Qualifications
- Bachelor's degree in Computer Science, Information Technology, or related field OR 2 years experience in computer programming, software development or related field.

Preferred Qualifications
- 2 years experience with BizTalk or equivalent web services integration platform.
- 1 year experience writing SQL queries in a database platform (for example, Oracle, DB2, SQL Server).
- 1 year experience writing complex stored procedures, policies, or related procedures.
- 1 year experience using Wfc, Soap adapters as transport or related program.
- 1 year experience with single sign-on configuration objects.
- 1 year experience in writing technical design documents.
## Signature

I have read and understand the essential functions for this position and certify that:

- [ ] I have the ability to perform the essential functions of this position either with or without a reasonable accommodation.
- [ ] I do not have the ability to perform the essential functions of this position either with or without a reasonable accommodation.

<table>
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<tr>
<th>Associate/Applicant Printed Name</th>
<th>Associate/Applicant Signature</th>
<th>Date</th>
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