



Job Description - Software Engineer I

Department: Engineering - 2013-03

Exemption Status: Non-Exempt

Summary:

This position is responsible for software development in multi-application, multi-server, and hosted environments. The candidate will primarily provide system/configuration support with a focus in helping the needs of both internal and external customers. He or she will participate in all facets of software and system development life-cycle.

The most qualified candidate for this role will have experience working with business intelligence in the public safety and/or public health software fields and have formal software education and/or a ton of practical experience. We develop primarily in C#, .NET, SQL, SSRS and mobile. Anyone that might fit well at FirstWatch must be hard-working, people-oriented, friendly, patient, a fast learner, think quickly on their feet, take initiative and responsibility, and LOVE providing our customers great and honest customer service. This person will need to maintain a high quality productivity level within a fast paced environment. This position shares responsibility (rotates) with other engineering staff for 24x7 on call duties and so must be able to thrive in this environment.

Responsibilities:

- Maintain and modify the software and system configurations of production, staged, and test applications.
- Interface with different stakeholders to determine and propose appropriate and effective technology solutions to meet business and technical objectives.
- Develop interfaces, applications and other technical solutions to support the business needs through the planning, analysis, design, development, implementation and maintenance phases of the software and systems development lifecycle.
- Create system requirements, technical specifications, and test plans.
- Define the scope of technical projects; provide milestones, identify dependencies and development time estimates.
- Create technical documentation as needed.
- Work independently as well as in a collaborative environment.
- Some off-site work may be required. Some travel may be needed. Provide after-hours support.
- Strong troubleshooting skills.
- Strong communication skills.
- Be able to work under tight deadlines.
- Perform other duties as assigned.



Skills and Credentials:

- **Education:** BS or MS in Computer Science, Computer Engineering, or an equivalent degree.
- **Technology:** Microsoft technologies as the primary software development platform including Microsoft Visual Studio, C#, .NET framework, and ASP.NET (C# or VB.NET). Hands-on experience with database technologies such as Microsoft SQL Server (T-SQL), ODBC, SQL Reporting Services, and Microsoft Access. Savvy in Web Technologies such as JavaScript, HTML, CSS, Web Services, ADO, ADO.NET, and IIS. Experienced with TCP/IP socket communications, FTP/SFTP, XML, and data encryption. Familiar with conducting A/B Testing, usability studies, performance tuning, and HIPAA compliance.

Preferred Skills and Credentials:

- Current Microsoft Certified Solutions Developer or equivalent.
- Experience in developing and support software solutions for public safety and public health.
- Experience in interfacing with third party solutions.
- Agile development.
- Successful in taking a web-centric solution to the mobile platform.
- Windows Server OS management skills.
- Microsoft SQL Server management skills.

Physical Demands and Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee routinely is required to sit; walk; talk and hear; use hands to keyboard, finger, handle, and feel; stoop, kneel, crouch, twist, crawl, reach, and stretch.
- The employee is occasionally required to move around the office.
- Specific vision abilities required by this job include close vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- May require travel dependent on company needs.
- The employee may occasionally lift and/or move up to 30 lbs.
- Can work under deadlines.

This job description is subject to change at any time and will include other tasks and duties as assigned.

I acknowledge receipt of this job description.

Signature/Print Name

Date