City of Hendersonville, NC

JOB DESCRIPTION

Software Developer

Department: Information Technology

Pay Grade: 21

FLSA Status: Exempt

JOB SUMMARY

Responsible for maintaining the reliability, performance, security, and continuity of IT systems, as well as ensuring that excellent technical support services are provided.

Employees in this role are responsible for completing ongoing software integration projects (including Oracle-related systems), assist in streamlining communication between internal applications (e.g., CityWorks), and help develop new internal tools and solutions. The role also includes hands-on support in IT operations, such as networking, workstation troubleshooting, and VOIP system maintenance. This position will report to the IT Manager.

ESSENTIAL JOB FUNCTIONS

- Assist with the completion and maintenance of Oracle-based software integrations
- Work on facilitating communication between municipal applications, including CityWorks and other legacy or vendor-managed platforms
- Develop and maintain internal tools or utilities to improve city operations (primarily using C#, SQL, and related technologies)
- Analyzes, tests, debugs, implements, maintains, integrates, customizes, and enhances existing or new systems.
- Collaborating with management, external consultants, end users and other stakeholders
- Creating user guides, training curriculum, policies and other pertinent documentation for internal and external partners
- Researching, troubleshooting and mitigating system issues
- Performing business systems and workflow analysis, and disseminating technical communications
- Develop strategies for current and future business processes flows to best utilize system functionality.

- Provide general IT support, including workstation troubleshooting, printer and network support, and VOIP phone system assistance
- Participate in department-wide planning, testing, and deployment of new software and hardware solutions
- Work both independently and collaboratively across departments to assess needs and implement technology solutions

QUALIFICATIONS

Education and Experience:

The formal education equivalent of a bachelor's degree in computer science, information technology, or related area; plus three years of experience in computer science, information technology, ERP, or related area. Other job-related education and/or experience may be substituted for all or part of these basic requirements.

Special Qualifications:

- Possession of a valid driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

Knowledge, Skills and Abilities:

- Knowledge of C# and .NET frameworks
- Knowledge of SQL (Microsoft SQL Server or Oracle SQL)
- Knowledge of basic networking concepts (TCP/IP, DNS, DHCP, etc.)
- Knowledge of Oracle applications or database systems
- Knowledge of CityWorks or other municipal management platforms
- Knowledge of VOIP systems and Windows-based network environments
- Ability to communicate effectively with non-technical staff
- Detail-oriented with solid documentation habits
- Working knowledge of relational database concepts and familiarity with SQL query writing and analysis.
- Ability to work independently and in a team environment in pursuit of broad goals and objectives.
- Knowledge of processes and methodologies used to support large complex business enterprise systems.
- Strong analytical skills with demonstrated ability to synthesize complex and diverse information, collect and researches data, and design complex work flows and procedures.
- Advanced problem-solving skills. Ability to identify and resolve problems in a timely manner, gather and analyze information skillfully, develop alternative solutions and work well in group problem solving situations.
- Planning and organization/Project Management Skills. Ability to independently coordinate multiple projects and tasks (determine relative importance of each; prioritize

and plan work activities; set appropriate deadlines to complete activities accordingly); effectively manage time and resources; set and achieve goals and objectives.

- Teamwork and issue resolution skills. Ability to balance team and individual responsibilities, support every team member's effort to succeed, and obtain resolution by team consensus when differences in business processes are discussed.
- Excellent oral and written communication skills. Ability to speak clearly and persuasively, based on system knowledge, in positive or negative situations, respond well to questions, demonstrate group presentation skills, participate in meetings, write clearly and informatively, ability to vary writing styles to meet needs and present numerical data effectively.
- Demonstrated ability to serve as liaison between business and technical teams.
- Effective decision-making skills
- Problem solving and negotiation skills.

PHYSICAL DEMANDS

Work in this classification is defined as light work requiring the physical exertion of up to 10 pounds of force occasionally and a negligible amount of force constantly to move objects. Physical demands require climbing, crouching, crawling, standing, walking and lifting. Vocal communication is required for responding to inquiries, expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels. Visual acuity is required for extensive reading, to prepare and analyze written or computer data, determine the accuracy and thoroughness of work, and observe general surroundings and activities.

WORK ENVIRONMENT

Work is primarily performed in an office with a controlled environment without exposure to harmful conditions.

The City of Hendersonville has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

12/2025