



JOB DESCRIPTION

TITLE: APPLICATION SUPPORT SPECIALIST
STATUS: Union/Non-exempt
GRADE: 15

JOB SUMMARY:

The incumbent is responsible for providing business application support, web technology maintenance, system interface development, application portfolio management, and maintaining packaged software vendor relationships.

REPORTING RELATIONSHIPS:

This position reports to the Information Technology Manager. This position does not supervise other positions.

ESSENTIAL DUTIES include the following:

- Investigates and resolves application functionality related issues;
- Provides business software application customer support, including troubleshooting and problem resolution;
- Provides quality customer service response to phone calls or emails;
- Identifies modifications needed in existing applications to meet changing user requirements;
- Configures packaged software to meet business user needs;
- Tests new releases and patches for District's packaged software;
- Provides technical expertise and recommendations in assessing IT software projects and initiatives to support and enhance our existing District business systems;
- Makes recommendations for new business systems or enhancements to current business systems applications;
- Identifies opportunities that can improve efficiency of business processes;
- Provides assistance and advice to business users in the effective use of applications and information technology;
- Provides database administration in live and test environments and minor programming for in-house IT projects;
- Writes technical procedures and documentation for the applications including operations, user guides, etc.;
- Produces technical documentation for new and existing applications;
- Verifies database and data integrity;
- Participates in meetings with fellow IT staff and 3rd party service providers to discuss progress and issues to be resolved, and reports progress to the Administrative Services Manager;
- Assists in the creation of the system design and functional specifications for all new development projects;

- Serves as a liaison and facilitator between all business units to assist in addressing and resolving business software issues and concerns;
- Remains proficient in current computer technology;
- Assists 3rd party infrastructure support service provider with application installation and testing;
- Develops and maintains District's Internet Web Site and Intranet; and
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Knowledge:

- Extensive understanding of data processing and enterprise software applications;
- Technical knowledge of systems networking, databases and Web development and maintenance;
- Background in database design in Microsoft SQL and Access;
- Background in Microsoft .NET, Java, Visual Basic, Excel, Word, Outlook and HTML;
- Proficiency with Microsoft Office Products, Microsoft Visio, and Microsoft Project; and
- Working knowledge of public utility business systems (e.g., Harris NorthStar, RTA Fleet) would be an asset.

Skills:

- Strong business systems analysis and problem solving skills; ability to visualize a problem or situation and think abstractly to solve it;
- Personable manner and helpful attitude; good interpersonal skills and ability to work well with others;
- Ability to effectively troubleshoot computer software problems;
- Ability to take initiative, prioritize, meet deadlines, and manage change;
- Proven ability to be flexible and work hard, both independently and in a team environment, in a results-oriented, on-call environment with changing priorities; and
- Ability to communicate effectively verbally and/or in writing.

Experience/Education: Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and abilities required to effectively perform the job. A typical way to obtain the knowledge and abilities would be relevant technology and software experience with at least 1 year of hands-on technical roles in the field and technical training and/or appropriate certification(s) in computer technology, computer science or a related field is required. A bachelor's degree in a computer-related field is preferred.

WORKING CONDITIONS:

Duties are primarily performed in an office setting with travel to work sites throughout the District. The position has exposure to electrical currents and work space that restricts movement.

PHYSICAL REQUIREMENTS:

This position typically requires climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, finger dexterity, grasping, feeling, talking, hearing, seeing and repetitive motions.

Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District.

CLASSIFICATION HISTORY:

Draft prepared by Pacific Technologies, Inc.:	May 2009
Job description approved by Board:	June 15, 2009
Pay Grade Increased to Pay Grade 15:	January 1, 2014
Supervisor Changed:	July 11, 2018