



## **JOB DESCRIPTION**

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**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 3<sup>rd</sup> 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 3<sup>rd</sup> 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.*

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**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