General Statement of Duties

Performs standard level professional work related to supporting, deploying, configuring, and the usage of departmental and/or other application system(s) to support the agency/city's goals.

Distinguishing Characteristics

The Applications Support Administrator Associate is distinguished from the Associate IT System Administrator, which performs standard level professional information technology work installing and configuring operating system hardware and software and user application software; maintaining and repairing routine to complex problems with system hardware and software.

The Applications Support Administrator Associate is distinguished from the Associate IT Systems Analyst, which performs standard or intermediate level professional work analyzing, refining and documenting the business requirements of City department and agency customers included in the development, implementation and production of integrated technology software systems.

The Applications Support Administrator Associate is distinguished from the Applications Support Administrator Senior, which performs full performance professional support to coordinate and manage activities related to the support, deployment, configuration, and usage of departmental and/or other application systems to support the agency/city's goals.

This position is a liaison to Technology Service and the application customers, as such, this position will work with both technology Services and the end users of applications to identify deficiencies and enhancement opportunities, coordinate and/or perform testing, develop documentation, training materials and test plans, help create business case information to present to Technology Services and support the City's Technology and Data Security Standards within the Business Unit.

Guidelines, Difficulty and Decision-Making Level

Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions. Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received & Quality Review

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communication & Purpose

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.
Level of Supervision Exercised

None

Essential Duties

Performs routine to moderately complex duties by working closely with department managers and application users to document and/or design/redesign effective business processes including projects that require effective implementation or reimplementation.

Performs routine to moderately complex duties by working closely with department managers and application users to identify, document and/or recommend enhancements to or procurement/development of business applications.

Make recommendations on improvements to business processes and applications with the goal of delivering enhanced service and outcomes (e.g., faster permit processing times, automating current manual or inefficient processes, etc.)

May consult with users to identify new business requirements, then evaluates and recommends solutions to meet user needs.

May develop and implement tactics for warehouse implementation, data acquisitions and archive recoveries. May also develop, implement and maintain data migrations, extraction, transform and load functions. May design and build relational databases. Maintains data integrity.

Creates and provides custom reports/queries/dashboards. Identifies, documents and reports potential issues with application interfaces and data import/export methodologies. May interpret data from existing data systems and provide results to appropriate audiences.

Provides guidance and support with detailed reports and analytics as requested, which may include database extraction, queries, database uploads and integration to other software platforms. Fulfills adhoc requests for data analysis and/or reports.

Develop and deploy standards, methodologies, and best practices for applications utilization, business process improvement, application interfaces, and report writing. Document procedures, applications interfaces, service-level agreements, and other methodologies related to applications systems.

Assists with developing, and presenting training. Facilitate training sessions as necessary. Maintain user documentation, implementation, and maintenance plans.

Assists with the maintenance, systems configuration, testing, support and upgrade of existing software applications and systems; assists with coordinating and communicating upgrades, enhancements, and changes with vendors and internal customers. Troubleshoots software problems.

Assist in maintaining a secure information technology environment for software applications. Assists application security administration, update processes and schedules, notifying users of any potential service interruptions, when required.

May work directly with Technology Services to enhance technology capabilities. May be the Technology Services liaison for infrastructure and technology projects or system enhancements.

By position, may manage a budget for infrastructure projects.
By position, may lead routine and non-complex projects.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### Competencies

**Attention to Detail** – Is thorough when performing work and conscientious about attending to detail.

**Customer Service** - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

**Oral Communication** – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

**Problem Solving** – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

**Technical Competence** – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

**Technology Application** – Uses machines, tools, instruments, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.

**Written Communication** – Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

### Knowledge & Skills

Knowledge of data processing hardware, monitors, operating system software, application programming and system configuration sufficient to be able to perform the duties related to the work assignment.

Knowledge of current networking and computer trends and technology.

Knowledge of database function and design sufficient to be able to implement network databases.

Knowledge of network system hardware, network operating system software, data communications equipment and user-oriented application software packages sufficient to be able to troubleshoot and solve problems.

Knowledge of data processing sufficient to be able to review program specification, design programs, and write or modify code.

Knowledge of database structures and report writing methods and tools.

Knowledge of specifications, uses, and types of computer or computer related equipment.

Knowledge of electronic circuit boards, processors, chips, and computer hardware and software, including applications and programming.

Knowledge of computer network, desktop, server, and mainframe operating systems and their applications.
Ability to develop and conduct training sessions.

**Education Requirement**

Bachelor's Degree in Computer Science, Information Systems, Business Administration, Mathematics or a directly related field.

**Experience Requirement**

Two (2) years of Information Technology experience maintaining, implementing, and modifying off the shelf application software.

**Education & Experience Equivalency**

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

A combination of appropriate education and experience may be substituted for the minimum education and experience requirements.

**Licensure & Certification**

By position, may require a Colorado Class “R” Driver’s License by the completion of probation.

Licenses and certifications must be kept current as a condition of employment.

**Working Environment**

Work is primarily performed in an office setting and frequently at other locations for meetings. Work involves pressure due to multiple calls and inquiries and is subject to interruption.

**Level of Physical Demand**

1-Sedentary (0-10 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

- Sitting: remaining in the normal seated position.
- Reaching: extending the hand(s) and arm(s) in any direction.
- Handling: seizing, holding, grasping, or otherwise working with hands.
- Fingering: picking, pinching, or otherwise working with fingers.
- Talking: expressing or exchanging ideas by means of spoken words.
- Hearing: perceiving the nature of sounds by the ear.
- Near acuity: ability to see clearly at 20 inches or less.
- Repetitive motions: making frequent movements with a part of the body.
- Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

**Background Check Requirement**

Criminal Check
Education Check
Employment Verification
By position, Licensure/Certification
Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

FLSA Code: Y
Management Level: 10
Established Date: 5/25/2018
Established By: Greg Thress
Revised Date: 2/24/2019
Revised By: Greg Thress
Class History: Broaden scope of the classification.