



Office of Human Resources
Applications Support Administrator Associate - CD3064
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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 application systems.

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.

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 consults 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.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

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

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

Knowledge & Skills

Knowledge of correctional policies and practices sufficient to be able to provide satisfactory conditions of confinement and adequate inmate supervision as well as staff and inmate safety.

Level of Supervision Exercised

None

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.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, a valid Driver's License may be required as a condition of employment.

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 Work (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.):

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Reaching: Extending the hands and arms or other device in any direction.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.

Background Check Requirement

Criminal Check

Education Check

Employment Verification

By position, Licensure/Certification

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-08

FLSA Code: Y

Established Date: 8/15/2018

Established By: LS

Revised Date: 9/8/2024

Revised By: SO

Class History: 9/8/24 – Revised Job Family/Job Code.