



Office of Human Resources
Applications Support Administrator Senior - CD3065
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General Statement of Duties

Performs full performance level professional support to coordinate and manage activities related to the support, deployment, configuration, and usage of departmental and/or other application system(s) to support the agency/city's goals.

Distinguishing Characteristics

The Applications Support Administrator Senior is distinguished from the Senior IT System Administrator, which performs full performance professional information technology work planning and coordinating the installation and configuration of operating system hardware and software and user application software; maintaining and repairing complex problems with system hardware and software.

The Applications Support Administrator Senior is distinguished from the Senior IT System Analyst, which performs full performance 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 Application Support Administrator Senior is also distinguished from the Application Support Administrator Associate, which performs standard level professional work supporting, deploying, configuring, and using departmental application system(s).

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

Work closely with department managers, and application users to document and/or design/redesign effective business processes, including projects that require effective implementation or reimplementation.

Work 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.)

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

Creates and provides custom reports/queries.

Identifies, documents and reports potential issues with application interfaces and data import/export methodologies.

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.

Develops, coordinates and presents training, including oversight of training materials and user procedures and training curriculum; facilitate training sessions as necessary.

Develop and maintain user documentation, implementation, and maintenance plans.

Facilitate the maintenance, support, and upgrade of existing software applications and systems; facilitate and communicate upgrades, enhancements, and changes with vendors and internal customers.

Troubleshoot software problems.

Assist in maintaining a secure information technology environment for software applications.

Facilitate application security administration, update processes and schedules, notifying users of any potential service interruptions, when required.

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

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.

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

Five (5) years of professional Information Technology experience maintaining, implementing, and modifying 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-10

FLSA Code: Y

Established Date: 8/15/2018

Established By: GT

Revised Date: 9/8/2024

Revised By: SO

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