



Office of Human Resources
Applications Support Administrator Specialist - CD3262
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General Statement of Duties

Performs specialized, advanced and complex professional support to coordinate and manage activities related to the support, deployment, configuration, and usage of departmental and/or other third-party business application system(s) to support the agency/city's goals.

Distinguishing Characteristics

The Applications Support Administrator Specialist is distinguished from the IT System Administrator Senior, 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 Specialist is distinguished from the IT System Analyst Senior, 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 Specialist is also distinguished from the Application Support Administrator Senior, which 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.

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

Works closely with department managers, and application users to lead documentation and/or design/redesign of effective business processes, including projects that require effective implementation or reimplementation.

Works closely with department managers, and application users to identify, document and/or recommend enhancements to or procurement/development of business applications.

Works closely with department management to establish and implement data related solutions, including diagramming logical and physical models, entity relationship diagrams (ERDs), creating and maintaining metadata, establishing code libraries, assisting with data warehouse implementation, and implementing data management methodologies.

Establishes liaisons with customers and vendors, brings extensive knowledge of various applications to guide and improve procurement of contracts, ensures proper tool selection, definition of standards, necessary documentation of business process and workflows, data accessibility and reporting. Participates in a leadership role to influence data governance committees regarding RFPs for data systems on behalf of the department.

Leads projects to specifications, justify, design, build, implement or enhance, and test systems and applications to meet dynamic business needs. Performs complex configuration, change management and testing activities to support a service-oriented architecture.

Serves as lead on integration of a variety of applications to create improved analytical tools for customers. Develops and maintains integrations between various applications and systems (e.g., Jira, Salesforce, Accela, PowerBI), and custom REST scripts/functions.

Identifies technology solutions to gap fill when possible, from simple ETLs to entire workflows and automations within various applications and systems.

Works with Technology Services, vendors and various applications to resolve complex issues related to business process, data management and data analysis.

Completes database changes, bulk updates, imports, and exports in systems and applications.

Manages workflows, security functions, integrations, notification schemes, projects, user permissions, and automations. Administers security definitions as needed for each unique workgroup as well as roles within that workgroup, including strict security management for external use.

Designs and performs regression, impact, and acceptance testing for each security role. Manages test and production environments separately.

Provides data warehouse solutioning for the department in collaboration with Technology Services, utilizing cost effective, secure and supported data storage/warehouse solutions.

Builds complex reports by pulling data from various applications and systems through APIs, ETLs, Python, internal and external third-party tools to support the department.

Researches, communicates and trains end users on functionality of available tools, including vendor supplied and TS supported applications and systems, and best practices while looking for opportunities to improve end user knowledge and proficiency.

Monitors the users for system or process improvements, seeks and implements new functionality where applicable and trains on enhancements, new functionality and system changes.

Identifies, researches, and corrects issues within various applications and systems, or the many third party integrations. This ranges from user training/login issues to response time between API servers, database integrity, and functionality changes. Maintains data hygiene and accuracy with full understanding of how the data is being used or stored.

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

Facilitates the maintenance, support, and upgrade of existing software applications and systems; facilitates and communicates upgrades, enhancements, and changes with vendors and internal customers. Troubleshoots software problems.

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

By position, may supervise employees within the functional area.

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

Analyzing and Interpreting - Analyzes complex information and applies expertise to produce high quality work products.

Creative Thinking - Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or are unavailable.

Customer Service – 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.

Reasoning – Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

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.

Technical Problem Solving - Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.

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

By position, performs lead work or supervises employees within the functional area.

Education Requirement

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

Experience Requirement

Six (6) years of professional Information Technology experience maintaining, implementing, and modifying application software.

Three (3) years of professional level experience specializing in the implementation and integration of various applications and systems.

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

Subject to long, irregular hours.

Subject to many interruptions.

Subject to pressure for multiple calls, inquiries, and interruptions.

Work is primarily performed in an office setting and frequently at other locations for meetings.

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-12

FLSA Code: Y

Established Date: 6/21/2020

Established By: GT

Revised Date: 9/8/2024

Revised By: SO

Class History: 6/21/20 - New classification. 9/8/24 – Revised Job Family/Job Code.