

Job Description

APPLICATION SUPPORT SPECIALIST

The City of Maricopa is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Management's vision is "to be open, responsive and accountable while serving the public with integrity."

Job Description

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this position. Other duties may be required, assigned, and expected commensurate with the administrative needs of a newly incorporated city.

General Purpose

Provide general PC workstation support along with administration of various citywide applications and services. Work with automated data processing functions, hardware and software systems, computer programming languages and techniques, and software applications to produce and/or maintain the City's technical or management information products both custom and third party based. Monitor database and application server performance, alarms, capacity levels, traffic, and other operations attributes by reviewing logs, reports, and records which provide information on system status to ensure effective operation. The Application Support Specialist will develop, maintain, customize, format and utilize databases, spreadsheets, and miscellaneous document-producing software applications at the client and server level. This position will also perform searches, queries, compile data, and create custom reports, input tools, application solutions, or other documents to meet user needs as necessary.

Essential Duties:

Essential Duties are not intended to be an exhaustive list of all responsibilities, duties and skills. They are intended to be accurate summaries of what the job classification involves and what is required to perform it. Employees are responsible for all other duties as assigned.

- Primarily responsible for workstation support and support of City ERP and database applications.
- Provides administrative support for City applications (e.g. MUNIS, Badging, ESRI, MS Exchange Server, Right Fax, etc.).

- Facilitates setup and ongoing support of City workstations, printers, scanners and other related devices.
- Responsible for inventory of all IT related equipment
- Responsible for issuance and management of all City cell phones.
- Works with the CIO in the development and updates of various policies and procedures including, but not limited to, new employee intake, employee exit, badging, cell phone issuance, etc.
- Configures and maintains user security tables, modules and workflows for application accessibility.
- Creates, configures and/or integrates custom reports.
- Prepares software change requests and manage internal support via trouble ticket system.
- Prepares documentation for knowledge sharing, training, logging changes and presentations.
- Provides technical documentation, training and support to users.
- Advises on opportunities for scalability, efficiency, innovation and improvement.
- Works closely with IT staff to provide solutions collaboratively and effectively.
- Assists in supporting client hardware and software as it relates to application access and division coverage.
- Works courteously with customers in situations that require tact and diplomacy in order to identify and resolve technical issues.
- Meets scheduling, performance, and attendance requirements.

Minimum Qualifications

- A minimum of five (5) years' experience in the installation and support of PC, laptop and general workstation environments.
- Minimum two (2) years' experience with Database, Application, and Networking architectures, system security, backup technologies, and Microsoft server products.
- Experience in the management of contracted IT services and projects.
- Experience with LAN/WAN systems (Cisco or HP firewall, router, and switch technologies), network security, and Microsoft server products.

Special Requirements:

- On call duties required
- May be required to successfully complete a comprehensive background check, to include a polygraph examination

Preferred Qualifications:

- An Associates or Bachelor's Degree in Computer Science, Qualitative Systems, or a related field from an accredited technical school, college or university
- Technical Certification(s) related to the job description
- MCSA, MCSE, MCDBA, or MCAD certificates highly desirable
- Knowledge of Crystal Reports

Any equivalent combination of education, training, and experience, which provides the requisite knowledge, skills, and abilities for this job, may be substituted for *Preferred Qualifications* at the discretion of city management.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- LAN/WAN systems, databases, report creation, records management systems and data repositories
- Microsoft Active Directory, IIS , SQL Server, and Windows Server
- Windows operating systems and Microsoft Office
- Data backup and recovery systems, network printing concepts, application server deployment and maintenance
- Current industry trends, principles and best practices in application development, system maintenance and database systems

Skills required:

- Troubleshooting and problem solving methodologies to solve complex technical problems
- Customer service, quality, and teamwork concepts
- Project management practices
- Expressing technical information to non-technical personnel
- Personal computer software applications

Ability to:

- Work effectively with IT staff, consultants and users to achieve stated objectives
- Rapidly transition work activities from major projects to immediate fixes as needed
- Organize, plan, prioritize and follow through on multiple projects
- Communicate effectively both verbally and in writing
- Continually learn and demonstrate new skills
- Organize workload

Performance Aptitudes

Data Utilization: Requires the ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy.

Human Interaction: Requires the ability to function in a capacity of internal and external interaction.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations involving basic algebraic principles and formulas, basic geometric principles and calculations, and statistics.

Functional Reasoning: Requires the ability to apply principles of logical or synthesis functions; to deal with several concrete and abstract variables; and to analyze major problems that require complex planning for interrelated activities that can span one or several work units.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving broader aspects of organizational programs and operations, moderately unstable situations, or the direction, control and planning of an entire program or set of programs.

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to perceive and discriminate visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Performance of essential functions may require exposure to adverse environmental conditions, such as traffic hazards.

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.