

CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: Applications Support Specialist

CIVIL SERVICE:N

DEPARTMENT: Administrative Services Department
Information Systems Division

FLSA:N
EE04 CODE:PR

JOB SUMMARY

The Applications Support Specialist performs technical evaluation, installation, maintenance, and support for a variety of computer applications software. The individual in this position concentrates efforts on central (mini-frame) applications such as payroll, financial and personnel systems and provides professional level consultative support under minimal technical supervision. Develops detailed requirements, analysis and recommendations on potential software acquisitions. Develops requests for information (RFI's) and requests for proposals (RFP's) to send to vendors.

SUPERVISORY RELATIONSHIPS:

This position reports to the Information Systems Manager. Works independently in performing job duties. Works under applicable City and departmental policies, procedures and guidelines.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Receives referrals from the Help Desk and provides day to day support to departments for requests for information, reports, and problem solving on payroll, financial and personnel systems issues. Provides high quality, detailed consultation, technical support and trouble shooting with an emphasis on customer satisfaction. Evaluates current procedures and recommends changes and improvements. Provides instruction on procedures and use of financial software.
2. Troubleshoots problems, makes corrective changes to existing programs through consultation with vendor and/or by writing small "bridge" programs to solve problem. Develops utility or short programs to add functions or produce reports requested by City staff. Also develops programs to download central data to desktop computers.
3. Analyzes on-going problems with payroll and financial software and recommends course of action to supervisor to address problems.
4. Provides assistance to assigned Systems Team(s) in developing technical specifications for new software being considered by City Departments, assists in defining system requirements and bid proposals. Reviews bids to ensure that vendors meet minimum requirements, provides an analysis of software systems, and assists with software selection process. Performs cost benefit analysis as needed.
5. Prepares, maintains and provides documentation for payroll and financial software fixes, changes and additions.
6. Ensures data integrity of centralized applications. Runs tests, locates errors, corrects problem and updates files to ensure files function properly together.

7. Stays current with developments, trends and changes in the payroll, finance and human resources applications software field. Recommends upgrades, changes, and new software purchases to the Information Systems Manager in the above areas.

ADDITIONAL WORK PERFORMED:

1. Staffs the Help Desk on a fill in basis as needed.
2. Performs related duties as assigned.

PERFORMANCE REQUIREMENTS (KNOWLEDGE, SKILLS, AND ABILITIES):

- Excellent interpersonal skills for establishing and maintaining effective working relationships with City staff, division staff and computer vendors.
- Strong written communication skills for corresponding with City employees, vendors and contractors.
- Comprehensive knowledge of the theories and concepts involved in the operation of central or mini-computers, desktop computers, data communications and local area networks.
- Ability and willingness to develop a comprehensive working knowledge of the software programs supported by this position.
- Ability to comprehend and resolve the problems experienced by staff using software application programs.
- Ability to read and comprehend technical manuals and apply their contents to solving software and hardware problems
- Ability to work independently with minimal supervision.
- Ability and willingness to maintain the absolute confidentiality of sensitive files, data, and materials accessed, discussed or observed while working with City staff.
- Knowledge of the functions of City departments, standard City office operations and procedures, interdepartmental working relationships, and City and state law governing work performed.
- Good planning, organizing, problem-solving and decision making skills and time management skills.
- Working knowledge of public sector accounting systems.
- Working knowledge of current programming languages
- Working knowledge of programming tools and utilities.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physical ability to perform the essential functions of the job.

WORKING ENVIRONMENT

The work performed is in an office environment with periodic visits to the various department worksites. Works extensively at a computer workstation.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Requires a B.S. or B.A. degree in computer science, information system management, business

computer programming, mathematics, or related field and a minimum of three years of experience providing support for software applications including payroll and financial systems for central or desktop computers is required.

- An A.A. degree in computer science or related field and a minimum of five (5) years of experience providing support for software applications including payroll and financial systems for central or desktop computer may substitute for the above requirement.

NECESSARY SPECIAL REQUIREMENTS:

- Due to access to privileged information contained in the City's computer system, applicants must pass a Police Department criminal convictions records check prior to hire.

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12/92

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