

CITY OF IOWA CITY - Job Description

Job Class #26-

FLSA Exempt
Civil Service

Identification

Position Title: Application Specialist
Department: Finance
Division: Information Technology Services
Supervisor: Information Technology Services Coordinator

Job Summary

Maintains and coordinates integral City applications designed to support internal and/or external users. Ensures availability, reliability and optimal performance. Plans, communicates and analyzes software status with management as well as end users. Provides technical assistance and training to system users and coordinates City-wide training. Coordinates internal customer issues, application errors, application upgrades, enhancement requests and new module implementation.

Job Scope

No supervisory responsibilities. No budget responsibilities.

Essential Job Duties and Responsibilities

Manages all system applications residing on the City network, or interfacing with the city network, including Laserfiche, Project Dox, and Munis.

Tests and **debugs** coding for new and existing system application programs.

Creates and **manages** application interfaces and reporting.

Manages Microsoft SQL SSRS reporting environment.

Interacts with system users and **analyzes** user needs.

Manages day-to-day Tyler Technologies interaction.

Trains internal customers through both formal and informal training programs

Leads internal application teams/task forces.

Complies with and **helps** to **promote** and **enforce** standard policies and procedures.

Builds a Knowledge Base of each internal customer's needs and objectives.

Designs solutions including **developing** new programs and **revising** existing applications.

Serves as liaison between vendors and City staff; **investigates** and **resolves** application bugs/changes.

Advises and **responds** to user maintenance needs.

Suggests areas for improvement in internal processes along with possible solutions.

Troubleshoots daily operations, including **fixing** bad programs, **recovering** from user errors and equipment failures and **resolving** systems problems when related to application failure.

Installs system software and **performs** system upgrades as needed; **develops, monitors** and **maintains** system management tools to **monitor** the overall health of the operating system.

Develops and **maintains** system documentation including **providing** user procedures and maintenance trails for support staff.

Develops and **presents** training programs for users and **provides** instructions for support staff.

Maintains awareness of new and emerging technologies and their potential application.

Maintains system and end user permission levels and work flow settings.

Assists in the coordination of daily operations in the absence of the Operations Clerk.

Contributes to the evaluation, pricing, purchase and maintenance of packages software.

Performs on call rotation for ITS and **answers** questions for a 24/7 desktop support help line.

Serves as backup for general desktop support calls during regular business hours.

Works with and **protects** sensitive information relating to various applications and projects within the city.

Conducts self in a manner which **promotes** and **supports** diversity and inclusivity in the workplace and community.

Performs all other related duties as assigned.

Physical and Environmental Conditions

The physical demands and work environment conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this job and are encountered while performing those essential functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk and hear. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel; reach with hands and arms; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision,

and ability to adjust focus.

While performing the duties of this job, the employee is occasionally exposed to risk of electrical shock.

The noise level in the work environment is usually moderate.

Minimum Education, Experience and Certification

Associate's degree or equivalent in computer science from an educational institution accredited by a DOE recognized accreditation body required. Three years of programming or related experience required. Must pass criminal background check.

Preferred Education, Experience and Certification

Bachelor's degree from an educational institution accredited by a DOE recognized accreditation body preferred. Three years of experience in data processing, reporting, and management preferred. A strong understanding of Laserfiche and its related modules is strongly preferred.

Knowledge, Skills, and Abilities

Knowledge of and skills in City information operating systems and programming. Skills in technical writing, verbal and written communication and problem solving. Ability to read and understand technical materials, reports and journals. Ability to analyze complex information service needs and document and present recommendations and/or programs. Knowledge of software and programming languages, Visual Basic, Access and SQL server. Possesses general understanding in the areas of application programming, database and system design. Understands Internet, Intranet, Extranet and client/server architectures.

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.