



## CLASS SPECIFICATION

**Class Title:** Application Support Specialist I, II, III **Class Code:** I-3380, II-3381, III-3382  
**Department:** Information Systems **Grade:** I-22, II-24, III-26  
**FLSA:** Exempt **Eff. Date:** 10/26/2018

### GENERAL PURPOSE

Under general guidance and direction from the Director of Information Systems or designated manager, provides all aspects of end user support for proprietary database driven application systems.

### EXAMPLE OF DUTIES

Serves as first point of contact to departments/staff for supported systems.

Communicates and troubleshoots with vendors to keep products upgraded and functioning. Coordinates and performs bug fixes and maintenance of the applications and databases. Performs problem analysis and executes resolutions.

Analyzes user requests for software enhancements and changes.

Works with DBA and development staff to document database systems and operating procedures; perform tasks that include performance/tuning, monitoring, debugging, backup/recovery and upgrade/maintenance.

Aids in database integration and data migration efforts.

Works as a member of the system support team to provide user support for workstation and network problems.

Researches new technologies and presents recommendations.

Sets up and tests new servers and services, including scripts, applications and service packs.

Performs maintenance on application accounts. Adds, removes and modifies accounts as necessary.

Manages application group security features to protect the integrity of the data while allowing appropriate access.

Provides complete documentation for all issues and resolutions. Assists in the preparation of supporting procedures, forms and documentation.

Provides current status reports to team members and manager.

Develops technical documents and procedures for performing application system upgrades and tasks. Performs assigned maintenance tasks accurately and reliably.

Coordinates with team lead to determine final objectives, desired reports, historical data to be preserved and the data sources.

Contacts County departments to analyze information system needs and requirements; assists in designing and documenting information systems; designs flowcharts of current data flows.

Integrates "packaged" software and information systems used on other computers to be operationally compatible with Davis County's computers; maintains application programs.

Performs related duties as assigned.

## **MINIMUM QUALIFICATIONS**

### **1. Education and Experience:**

Applications Support Specialist I: Graduation from an accredited college or university with a Bachelor's Degree in computer science, computer or software engineering, information technology or a closely related field; *OR* an equivalent combination of education and experience substituting one for the other on a year-for-year basis.

Applications Support Specialist II: Graduation from an accredited college or university with a Bachelor's Degree in computer science, computer or software engineering, information technology or a closely related field plus three years of related experience; *OR* an equivalent combination of education and experience substituting one for the other on a year-for-year basis.

Applications Support Specialist III: Graduation from an accredited college or university with a Bachelor's Degree in computer science, computer or software engineering, information technology or a closely related field plus six years of related experience; *OR* an equivalent combination of education and experience substituting one for the other on a year-for-year basis.

Education or experience for all levels must include:

- Providing customer service
- Support of complex software applications
- Project management

***Preference for*** all levels:

- Education or experience with SQL Server and the SQL language
- Industry certification or training specialty (Microsoft, Spillman, Cisco, Comptia, etc.)
- Accounting and finance experience

Career Ladder: This position is part of a career ladder job series (I/II/III). Incumbent in this classification may be eligible for career ladder advancement on her or his eligibility date after meeting the minimum requirements for the position, if recommended by his or her supervisor and approved by the department administrative officer.

### **2. Other Qualifications:**

May be required to pass a criminal history background investigation.

Employees driving a personal or a County vehicle for job related travel must possess a valid driver license, maintain the minimum vehicle liability insurance as specified in Utah Code, and operate a motor vehicle in a safe manner; new employees with an out-of-state license must obtain a valid Utah Driver License within sixty (60) days of hire date (exceptions for military personnel and their dependents).

**3. Necessary Knowledge, Skills and Abilities:**

**Knowledge of:** technical reporting; analytics capabilities; relational database design; database driven client/server information systems on a Windows platform; software development lifecycle; project management; database querying tools and scripting;

**Skill in:** keyboarding; troubleshooting and problem solving; using all applicable hardware and software applications; using complex web-based applications. Must have excellent communication skills.

This position may require the driving of a motor vehicle; skill in operating a motor vehicle in a safe manner; ability to insure motor vehicle is operating in a safe manner; knowledge of Utah motor vehicle rules and regulations.

**Ability to:** articulate system policies, procedures and guidelines to all levels of management and staff; summarize data and findings into consolidated reporting and presentation; troubleshoot performance based issues and propose solutions; work with users in a customer-liaison type role; finish assignments in a timely and effective manner; set work priorities; plan and accomplish goals and work with minimal supervision; adapt and learn new skills; communicate effectively (verbally and in writing); follow written and verbal instructions; establish and maintain effective working relationships with supervisors, other employees and departments, and the general public.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. **All requirements are subject to possible modifications to reasonably accommodate individuals with disabilities.**