

APPLICATION SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position is responsible for assisting in providing the support for and configuration of departmental applications and office systems, providing support to end users in the department. Incumbents assist higher-level administrators in prioritizing functional requirements for system automation in concert with Information Technology staff. Work also includes determining the scheduling of and/or providing staff training. Supervision may be exercised over lower level clerical support staff. Does related work as required.

EXAMPLES OF WORK: (Illustrative Only)

Provides training and technical assistance to in-house department users to help ensure smooth workflow and develop employee skills;

Helps troubleshoot departmental application system problems and assists in resolving these problems under the technical direction of Information Technology staff;

Assists Information Technology staff in conducting briefing and training sessions to acquaint departmental management with proposed automation projects;

Assists departmental staff in preparing queries and reports from application systems;

Updates the department's Web pages;

Writes and maintains user notes and other custom documentation about departmental systems;

Works with Information Technology staff to coordinate hardware and software installations;

Confers with departmental administrators and the Department of Information Technology to identify functional requirements relating to information management, communication, operational needs, etc.;

Coordinates applications access privileges for departmental staff within departmental applications;

Works with Information Technology staff in the analysis of application systems to ensure the most cost effective and efficient use of departmental resources;

Serves, as appropriate and under the general review of Information Technology staff, as the Departmental liaison with 3rd Party Application vendors for commercial off-the-shelf software specific to the Department and directly maintains contact logs and correspondence files associated with same;

Works with Information Technology staff to assist in long and short term planning needs, new initiatives and/or the modification of application software;

EXAMPLES OF WORK: (Illustrative Only) (Cont'd)

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Provides input in the preparation of the department's annual budget for information technology services;

May perform other incidental tasks, as needed.

REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of administrative processes and techniques (e.g., work flow, control, scheduling); good knowledge of Windows-based office software and procedures; good knowledge of computers, including such technical areas as PC equipment, PC operating systems, and their functional capabilities; ability to analyze and understand organizational structure, functions, operations, goals and objectives in support of the installation of application and office software; ability to learn and understand departmental operations; ability to identify, evaluate and convey (both orally and in writing) functional requirements for application software in order to achieve departmental goals and objectives; ability to gather and analyze data and draw conclusions; ability to effectively use computer applications such as word processing, calendar, e-mail and database software; ability to read, write, speak, communicate and understand in English sufficiently to perform the essential duties of the position; ability to establish and maintain effective working relationships; thoroughness and attention to detail; resourcefulness; initiative; imagination; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and six years of experience where the primary function of the position was working extensively with, supporting and configuring windows-based office software and business application software.

SUBSTITUTIONS: Satisfactory completion of 30 credits* may be substituted on a year for year basis for up to four years of the required experience. A Bachelor's Degree* in Information Technology, Computing or a closely related field may be substituted for five years of the experience; and a Master's Degree* in one of the aforementioned fields may also be substituted for one year of experience.

NOTE #1: Experience on a home personal computer may not be used as a substitute for the aforementioned experience.

NOTE #2: Unless otherwise noted, only experience gained after attaining the minimum education level indicated in the minimum qualifications will be considered in evaluating experience.

*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.

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Job Group: X