

APPLICATION SUPPORT SPECIALIST II

PURPOSE AND NATURE OF WORK

This is an advanced professional position responsible for complex application support duties requiring considerable technical expertise and system-wide solutions. Positions in this class build upon the responsibilities of the Application Support Specialist I role in that they are responsible for leading complex, non-routine application support initiatives, leading system upgrades and implementations, coordinating with vendors on high-impact issues, and acting as the primary liaison for departments regarding application performance and functionality. Work involves solving non-routine issues that cannot be resolved by following established processes and procedures, and may include performing major software installations, writing or modifying scripts, conducting system analysis, designing improvements, troubleshooting escalated issues, and overseeing application functionality. The incumbent may serve as a technical lead, works with minimal supervision, and reports to the Utilities Software Coordinator.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

The Application Support Specialist II will perform all the duties of the Application Support Specialist I as well as:

Provides advanced day-to-day support for departmental software, including complex problem resolution. Handles specialized requests for information, advanced reporting, and custom solutions. Conducts and leads installation and testing of major software upgrades and new application releases. Trains end-users on new systems or enhancements and develops training materials. Writes complex queries and scripts to extract data and support reporting needs for electric, water, wastewater utilities and operations and for management requests. Prepares, maintains, and improves system and process documentation. Analyzes current application(s) and recommends enhancements to improve performance or functionality. Troubleshoots and resolves sophisticated problems; works directly with software vendors on system corrections. Tests, develops, and implements new business processes using a test database to ensure accuracy and functionality with a higher level of decision making than Application Support Specialist I. Maintains, adapts, and configures applications to meet evolving end-user and departmental needs. May provide guidance to lower-level staff.

Performs related work as required.

NECESSARY KNOWLEDGES, ABILITIES, AND SKILLS

Considerable knowledge of relevant application development concepts.

Considerable knowledge of application architecture, file structures, and database design.

Considerable knowledge of system software, hardware environments, and integration.

Ability to independently recognize, analyze, and improve application processes

Ability to coordinate with City-Parish officials, end-users, vendors, and technical support personnel.

Ability to lead technical tasks or projects.

Strong skills in documentation, analytical, and communication.

DESIRABLE TRAINING AND EXPERIENCE

Bachelor's degree in Computer Science, Business, or a related field and considerable experience with application support, upgrades, and system analysis; or an equivalent combination of training and experience.