



Position Description

Job Title	Applications Administrator
Department	Information Technology
Exempt/Non Exempt Status	Exempt

Scope of Work

This is a technical position that is responsible for the support, maintenance, upgrades, and interfaces of application systems. Works as a member of the implementation team on new systems to create training documentation and conduct training. Serves as point of contact between end users and vendors. Performs help desk duties as required. Work with outside customers requesting data files and with citizens with questions and / or complaints about the City website.

Supervision

Received	IT Director, Technical Operations Manager
Exercised	N/A

Essential Job Functions The job functions listed herein are neither exclusive nor exhaustive, but are intended to be illustrative of the types of tasks the employee will most likely be expected to perform on a regular basis. The employee may be asked to perform different or additional tasks than the ones listed here, as the needs of the employer and/or the requirements of the position change.

The position may perform some or all of the following duties, and may be assigned to coordinate the activities in one or more specific areas of responsibility:

Web Analyst/Quality Assurance:

1. Assists departments in planning, executing and managing the integration of new applications into existing systems.
2. Maintains all existing Department software applications.

3. Coordinates and performs in-depth tests, including end-user reviews, for new software systems, modified and new processes, and other post-implementation support.
4. Trains and supervises IT staff and interns on software applications and coordinates and supervises all outside consultants or vendors contracted to work on City applications.
5. Assists in diagnosing and finding solutions to and correcting high level errors or failures.
6. Assists in evaluation of new applications systems and necessary equipment to support them.
7. Assists with coordination of outside consultants and programmers in completing City projects.
8. Provides Help Desk backup assistance as needed; serves on-call shifts requiring employee to carry the on-call phone when designated.

Content Management:

9. May perform some or all of the above duties.
10. Works with outside customers requesting data files.
11. Works with citizens that have questions and/or complaints about the City website.
12. Serves as point of contact between end users and vendors.

Application Software:

13. May perform some or all of the above duties.
14. Maintains or implements business packages as needed.
15. Develops education and training support for all city users including cross training for all IT staff on appropriate software application during implementations phases and after.

Other Job Functions

16. Performs related duties as assigned.

Requirements of Work

Graduation from an accredited college or university with a Bachelor’s Degree in Computer Science or a related field, plus at least 4 years of related experience; or any equivalent combination of training and experience which provides the following knowledge, ability and skills:

Knowledge of	<ul style="list-style-type: none"> • The City’s organizational goals and objectives. • ITIL and COBIT 5 Methodologies. • Service and application delivery. • All network security areas to ensure compatibility with new applications, technologies, control of user access, security and integrity of City data. • Knowledge of installation, configuration, troubleshooting and maintenance processes for software, hardware, networking and peripheral equipment. • The theory, operation, application and capabilities of automation systems, equipment and software. • All aspects of physical communications media and data communication protocols and hardware. • Network security issues and current software. • The theory, operation, application and capabilities of information technology. • Financial administration and the ability to apply it.
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Ability to	<ul style="list-style-type: none"> • Train users in Office Word processors spreadsheets, desktop publishing and other database and operating systems and development tools. • Provide instructions and guidance on suitable assignments to computer operators and other City department users. • Exercise independent judgment and provide appropriate guidance on all matters involving City computer operations. • Use and stay current in a variety of computer systems, network servers and all related hardware. • Assist in the development of policies and procedures, manuals, instructions and training material for software applications. • Work independently and make decisions in accordance with Department and City policies, regulations and procedures. • Work with and maintain confidential information. • Work a variety of hours. • Understand and carry out instructions. • Establish and maintain effective working relationships with high level officials, department heads, coworkers, contractors and vendors and the general public.
Skill in	<ul style="list-style-type: none"> • The installation and maintenance of a variety of computer systems, network servers and all related hardware. • Analyzing problems and developing and implementing appropriate solutions. • The use of personal computers and of network operating and communications systems. • Project Management. • Oral and written communications. • Organization and leadership.

Necessary Special Requirements

ITIL; NIMS ICS; on-call rotation; valid Wisconsin driver’s license; ability to pass a criminal and financial background check.

Physical Demands

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

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment.
- Specific vision abilities required by this job include close vision and the ability to adjust focus; prolonged visual concentration is required.
- While performing the duties of this job, the employee frequently is required to sit, stand, walk, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.
- The employee must occasionally lift and/or move up to 50 pounds.

