ENTERPRISE APPLICATIONS SUPPORT SPECIALIST

Approved: September 2021
FLSA: Non-exempt
Unit: SEIU

CITY OF MENLO PARK

Definition

Under general direction, coordinates and manages activities related to the support, deployment, configuration, and usage of departmental applications systems; provides assistance with applications system selection and implementation; coordinates projects related to management of interfaces, applications setup and configuration, business process review, and custom reporting; provides expert troubleshooting, resolution, and reporting on business applications issues; and performs related duties as assigned.

Supervision received and exercised

Receives direction from the Information Technology Manager or assigned manager.

Class characteristics

The Enterprise Applications Support Specialist exercises independent judgment in the management of applications and assignments, within general guidelines and professional and administrative standards. Incumbents will apply technical, communication, analytical, and problem-solving skills to the analysis of processes for business applications software systems in order to improve productivity and efficiency in the organization's departments; provide a full range of specialized functional and technical support to assigned departments and divisions and other associated business application users; and demonstrate independent judgment in selecting methods and techniques for obtaining solutions. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise and are fully aware of the operating procedures and policies of assigned projects and programs. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver work products. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

Examples of typical job functions (illustrative only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Assists department subject-matter experts in the resolution of enterprise applications software- related support tickets.
- Works closely with department managers, division leads, and applications users, to document and/or design/redesign effective business processes and associated business applications, including projects that require effective implementation or reimplementation.
- Participates in a variety of system user and work groups to identify user needs and operational, programmatic, and/or regulatory changes affecting application requirements and other related issues.
- Makes recommendations on improvements to business processes and applications, with the goal of delivering enhanced service and outcomes (e.g. faster permit processing times, automating current manual or inefficient processes, etc.).
- Manages software improvements for various departments. These activities include procurement recommendations (e.g., cost-benefit analyses, software configuration and implementation/re- implementation, etc.); collaboration in testing configurations with personnel of affected departments; and communication with internal customers, network and server administrators, and vendors to ensure that applications systems are being utilized to their full potential.
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- Plans, coordinates, and manages enterprise technology projects through entire project life cycle, including conception and initiation, definition and planning, launch and execution, monitoring and controlling, and close-out.
- Provides project coordination and oversight of multiple applications system projects.
- Assists with research of applications software products and services and coordinate feasibility studies for applications, software, and system products under consideration for purchase, and provide findings.
- Develops and deploys standards, methodologies, and best practices for applications deployment, business process improvement, applications interfaces, and report writing. Documents procedures, applications interfaces, service-level agreements, and other methodologies related to applications systems.
- Collaborates in the testing of applications, and communicates and works with internal IT staff, vendors, and software developers to ensure quality assurance and fulfillment of contractual obligations.
- Develops, implements, and disseminates information on best practices for information technology and applications support.

- Compiles and maintains an inventory of all applications software and system assets and their corresponding contracts and agreements and documents system configurations and change management.
- Coordinates training, including oversight of training materials; development of training curriculum; and facilitation of training sessions as necessary. Develops and maintains user documentation, implementation, and maintenance plans.
- Oversees the maintenance, support, and upgrade of existing software applications and systems; coordinates and communicates upgrades, enhancements and changes with vendors and internal customers.
- Oversees applications updates process and schedules, notifying users of any potential service interruptions.
- Participates in integration, initialization, and interfacing between multiple systems, either through in-house or outsourced development, when required.
- Analyzes technical literature for systems, and provides explanations understandable to end-users, often in the form of user manuals or training materials.
- Performs other duties as assigned.

Qualifications

Knowledge of

- Windows server and desktop operating systems, client-server, web-based, cloud-based applications.
- Business processes and the systems that support them such as, financial data, billing, human resources, payroll, asset control systems, inventory, work orders records management, permits/licenses, and customer relationship management.
- Current application technology goals, objectives, and technological trends.
- Various database systems management, report writing, application interfaces, and data import/export methodologies.
- Principles of project management, including training and vendor management.
- Project budget development and contract administration principles and techniques.
- Office procedures, methods, and equipment, including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Principles and practices of applications system development, evolution and product life cycles, including sustainability planning for applications systems.
- Applications system security principles and best practices for ongoing system security, including related concepts of user applications roles/passwords, single sign-on, and directory services.

Ability to

- Plan and coordinate business applications systems implementations and upgrades.
- Review and assist in evaluating the work of professional and support staff.
- Gather and document business requirements and processes.
- Communicate ideas, directions, and requirements clearly and concisely, both orally and in writing.
- Understand and communicate ideas in a technical but user-friendly language.
- Perform duties appropriate to classified system privileges, including maintaining professional handling and protection of confidential and secure information.
- Commit to the highest standards of moral and business ethics, including organizational values.
- Work in a team environment, understanding the customer service and supplier model and how it is used in an internal support environment.
- Prepare clear and concise reports, including metrics, service-level agreement summaries, test plans, cases, and test scripts.
- Interpret and explain agency policies and procedures.
- Manage projects in a timely manner.
- Work with information system users under challenging conditions and short deadlines.
- Set priorities based on value to the organization.
- Operate office equipment, including computers and related word processing, presentation, spreadsheet, and database applications.
- Foster communications between the user community, project management, contractors, and all levels of management.

Education and experience

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to graduation from an accredited four-year college or university with major course work in computer science, information technology, business administration or a related field.

• Three (3) years as a business or systems analyst, supporting a broad range of departmental applications systems, including business process improvement, application administration, implementation, and upgrades.
Licenses and certifications
• None
Physical demands
Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 30 pounds with the use of proper equipment.
Environmental elements
Employees work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.