 JOB DESCRIPTION

**Job Title:** Applications Support Specialist

**Department:** Data Strategy

**Reports To:** Data Strategy Manager

**Pay Status:** Exempt

**Location:** Service Center

**Job Status:** Full-Time

**Job Grade:** 604

**Date Created/Updated:** 11/23/2022

**Position Summary**

The Applications Support Specialist is responsible for providing IT technical support and project management for applications software and operations software. They will perform technical writing to develop and maintain support documentation for the applications and systems they support. The Applications Support Specialist will communicate to internal customers the status of enterprise systems and will work to resolve issues on their own or with the help vendor technical support. The Application Support Specialist will generate reports and dashboards to effectively communicate situational awareness of enterprise solutions. They will also produce reports as need by management and internal staff from the systems they support and external data. The Applications Support Specialist may be required to concentrate in one or more of these areas. Programming ability may be an integral requirement is some areas.**Essential Duties & Responsibilities**

SCHEDULING/COORDINATING APPLICATION SOFTWARE INSTALLATION/UPGRADES

Communications with vendor and/or Data Strategy management to determine application requirements.

Determining user/department impact and communicate with users.

Developing an implementation plan including any necessary training involved.

Implement/upgrade in a test environment.

Testing application.

Updating documentation.

Performing final production upgrade/installation and training.

WORKING WITH VENDOR APPLICATION TECHNICIAL SUPPORT TO RESOLVE ISSUES

Contacting Vendor Technical Support team and communicate issues details.

Working with vendor to determine if issues is vendor/user/IT related.

Deciding upon an action plan to resolve issue.

Testing action plan.

Implementing resolution.

PROVIDING APPLICANT SOFTWARE CONFIGURATION AND ADMINISTRATIVE SUPPORT

- Maintaining application software user security configuration.

- Maintaining application software system configuration.

- Communication with application vendor to discuss administrative configuration options

- Using SQL queries/tools to report/update configuration options

- Maintaining internal and user application support documentation

- Working with server administration tools.

DEVELOPING SQL QUERIES FOR SOFTWARE TROUBLESHOOTING, INTERNAL REPORTS, AND APPLICATION DATA MAINTENANCE

- Utilizing SQL query tools to analyze underlying application data structure.

- Performing simple to moderately complex queries to correct data issues.

- Creating SQL query reports for end users

- Developing SQL queries to provide interfaces to other business system.

- Analyzing SQL code / Procedures to isolate data/process issues.

- Programming, as assigned

GENERAL RESPONSIBILITIES

- Maintain regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines

- Adhere to NBU safety guidelines and practices at all times and in all situations

- Maintain a clean and safe work area, office, field site and vehicle as applicable

- Develop & maintain effective customer service skills for communications with co-workers, customers and the public in general

- Maintain strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents

- Adhere to NBU policies and procedures

- Exemplifies NBU Core Values of Integrity, Stewardship, Team and Safety

 - Participate in and support initiatives to reach annual NBU Performance Measures

**Formal Education and Work Experience Requirements**

Degree/Diploma Obtained: Bachelors

Work Experience Time Frame: One Year or More Field of Study: Computer Science

Other: Bachelor’s Degree in Computer Science or related field from an institution accredited by a nationally recognized accrediting agency.

**Certification and Licensures Requirements**

A valid Texas Driver’s License is required to operate a company vehicle when necessary.

**Other Minimum Qualifications**

* Bachelor’s Degree in Information Technology, Computer Science, or related field
* Relevant experience in job duties listed above may be substituted to meet the educational requirement.
* Must be available to periodically work after normal business hours or on weekends for emergency purposes.

**Knowledge of Computer Software**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | No Knowledge | Beginner | Intermediate | Expert |
| Arc GIS | [x]  | [ ]  | [ ]  | [ ]  |
| AutoCAD | [x]  | [ ]  | [ ]  | [ ]  |
| Crystal Reports | [x]  | [ ]  | [ ]  | [ ]  |
| Microsoft Access | [ ]  | [ ]  | [x]  | [ ]  |
| Microsoft Excel | [ ]  | [ ]  | [ ]  | [x]  |
| Microsoft Word | [ ]  | [ ]  | [x]  | [ ]  |
| Microsoft Publisher | [x]  | [ ]  | [ ]  | [ ]  |
| Microsoft PowerPoint | [ ]  | [x]  | [ ]  | [ ]  |

**Other Software Knowledge**

* Should have experience with SQL queries.

**Experience with Machines, Tools, Equipment and Other Work Aids**

Personal computer, printers, plotters, scanners, switch racks, server racks, switch racks, switches, servers, tape drives**Physical Demands**

**Standing:** Occasionally

[x] Making Presentations

[ ]  Observing Work Sites

[ ]  Observing Work Duties

[x]  Communication with Co-Workers

**Fine Dexterity:** Constantly

[x]  Computer Keyboard

[ ]  Telephone Keypad

[ ]  Calculator

[x]  Calibrating Equipment

**Walking:** Occasionally

[x]  To Other Departments/Office/Office Equipment

[x]  Around Worksite

**Carrying:** Occasionally

[x]  Supplies

[x]  Equipment

[x]  Files

**Sitting:** Constantly

[x]  Desk Work

[x]  Meetings

[x]  Driving

**Reaching:** Rarely

[x]  For Supplies

[x]  For Files

**Handling:** Constantly

[x]  Paperwork

[ ]  Monies

**Kneeling:** Occasionally

[x]  Filing in Lower Drawers

[x]  Retrieving Items from Lower Shelves/Ground

**Pushing/Pulling:** Occasionally

[ ]  File Drawers

[x]  Equipment

[x]  Table and Chairs

[ ]  Hose

**Climbing:** Occasionally

[x]  Stairs

[ ]  Ladder

[ ]  Step Stool

[ ]  Onto Equipment

**Vision:** Constantly

[x]  Reading

[x]  Computer Screen

[x]  Driving

[x]  Observing Worksite

**Foot Controls:** Occasionally

[x]  Driving

[ ]  Operating Heavy Equipment

[ ]  Dictaphone

**Balancing:** Never

[ ]  On Ladder

[ ]  On Equipment

[ ]  On Step Stool

**Bending:** Rarely

[ ]  Filing in Lower Drawers

[x]  Retrieving Items from Lower Shelves/Ground

[ ]  Making Repairs

**Crouching:** Rarely

[x]  Filing in Lower Drawers

[x]  Retrieving Items from Lower Shelves/Ground

**Crawling:** Rarely

[x]  Under Equipment

[ ]  Inside Attics/Pipes/Ditches

**Hearing:** Rarely

[x]  Communication Via Telephone/Radio/To Co-Workers/Public

[x]  Listening to Equipment

**Twisting:** Occasionally

[x]  From Computer to Telephone

[x]  Getting Inside Vehicle

**Talking:** Occasionally

[x]  Communication Via Telephone/Radio/To-Co-Workers/Public

**Other:** Click or tap here to enter text.

**Environmental Factors**

|  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- |
|  | Never | Seasonally | Several Times Per Year | Several Times Per Month | Several Times Per Week | Daily |
| Extreme Temperature (Heat, cold, extreme temp. change) | [x]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Wetness and/or humidity (bodily discomfort from moisture) | [x]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt) | [x]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Noise and Vibration (sufficient to cause hearing loss) | [x]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Physical Hazards (High voltage, dangerous machinery, aggressive Customers) | [x]  | [ ]  | [ ]  | [ ]  | [ ]  | [ ]  |

**Health and Safety Conditions**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Never(Never Occurs) | Rarely(Less than 1 hour per week) | Occasionally (1/3 or more of the time) | Frequently (From 1/3 to 2/3 of the time) | Constantly (2/3 or more of the time) |
| Mechanical Hazards | [ ]  | [x]  | [ ]  | [ ]  | [ ]  |
| Chemical Hazards | [x]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Electrical Hazards | [ ]  | [x]  | [ ]  | [ ]  | [ ]  |
| Fire Hazards | [x]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Explosives | [x]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Communicable Diseases | [x]  | [ ]  | [ ]  | [ ]  | [ ]  |
| Physical Danger or Abuse | [x]  | [ ]  | [ ]  | [ ]  | [ ]  |

**Other:** Click or tap here to enter text.

**Primary Work Environment:** Office Environment

Other: Click or tap here to enter text.

**Overall Strength Demands**

[ ]  Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting

[ ]  Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often

[x]  Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly

[ ]  Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly

[ ]  Very Heavy - Exerting 50 pounds constantly

**Non-Physical Demands**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
|  | Never | Rarely | Occasionally | Frequently | Constantly |
| Time Pressure | [ ]  | [ ]  | [ ]  | [x]  | [ ]  |
| Emergency Situations | [ ]  | [x]  | [ ]  | [ ]  | [ ]  |
| Frequent Change of Task | [ ]  | [ ]  | [ ]  | [x]  | [ ]  |
| Irregular Schedule/Overtime | [ ]  | [x]  | [ ]  | [ ]  | [ ]  |
| Performing Multiple Tasks Simultaneously | [ ]  | [ ]  | [ ]  | [x]  | [ ]  |
| Working Closely with Others as Part of a Team | [ ]  | [ ]  | [ ]  | [ ]  | [x]  |
| Tedious or Exacting Work | [ ]  | [ ]  | [ ]  | [x]  | [ ]  |
| Noisy/Distracting Environment | [ ]  | [x]  | [ ]  | [ ]  | [ ]  |

**Other:** Click or tap here to enter text.

**Employee Statement of Understanding**

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing is this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

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Employee’s Signature

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Employee’s Printed Name

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date