NEW BRAUNFELS UTILITIES

JOB DESCRIPTION

Job Title: Applications Support Supervisor

Location: Service Center

Department: Data Strategy

Job Status: Full-Time

Reports To: Data Strategy Manager

Job Grade: T608

Pay Status: Exempt

Date Created/Updated: 8/11/2022

Position Summary

The Applications Support Supervisor is responsible for the availability and resiliency of the New Braunfels Utilities enterprise applications and relational database management systems. The Supervisor will oversee the management and progress of the Application Support Team. The Supervisor will be responsible for building and maintaining strong customer relationships. The Supervisor will oversee the process improvement efforts for the enterprise applications. The Supervisor will monitor and enhance performance of the applications and databases. The Supervisor will manage the application catalog and application contracts for the division. The Supervisor will oversee the enterprise software upgrades. Although there are some strategic requirements for this position, the person applying should have very strong technical knowledge and aptitude for diagnosing application issues and troubleshooting.

Essential Duties & Responsibilities

Responsibilities

- Responds to help desk requests assigned in a timely and professional manner
- Develops and maintains documentation for process and procedures
- Contact and Works with vendors on hardware and software issues
- General computer, software and peripheral work as requested.
- Possesses basic business skills including customer relations, time management, project planning, technical writing and quality assurance.
- Responsible for aiding in own self-development by being available and receptive to all training made available by NBU.
- Maintains regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines
- Maintain strict confidentiality of business, employee, and customer information in all communications while safeguarding sensitive documents.
- Participate in and support initiatives to reach annual NBU Performance Measures.
- Strategic
- Work with analyst and application support personnel and vendors to help move and organize data using current and new industry standards.
- Assist application development and/or support with database design considerations.
- Assist in developing database strategies, including standards, design, maintenance, replication, archiving, access and security, to support New Braunfels Utilities needs.
- Evaluate new business needs and provide recommendations for software solutions
- Monitor team performance and workload with the help desk ticketing system and implement strategies for improvement
- Evaluate and provide business process improvement
- Work with the Application Team on major system upgrades
- Manage 3rd party vendor projects and contracts

Governance and Licensing

- Responsible for new software purchases and renewals
- Responsible software distribution accounting

Safety

- Responsible for keeping own immediate work area in a neat and orderly condition to ensure a safe, and secure work environment.
- Reports any unsafe/insecure conditions and/or practices to the appropriate supervisor and human resources.
- Take immediate corrective action(s) against unsafe conditions to the best of one's ability.

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 Safety, Team, Integrity, Responsibility and Service.
- Participate in and support initiatives to reach annual NBU Performance Measures

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors

More Field of Study: Computer Science

Work Experience Time Frame: Three Years or

Other: MS SQL Server and programming logic

Certification and Licensures Requirements

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

Other Minimum Qualifications

Must be available to periodically work after normal business hours or on weekends for emergency.

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
Arc GIS	☒	☐	☐	☐
AutoCAD	☒	☐	☐	☐
Crystal Reports	☐	☒	☐	☐
Microsoft Access	☐	☐	☒	☐
Microsoft Excel	☐	☐	☒	☐
Microsoft Word	☐	☐	☒	☐

Microsoft Publisher	☐	☐	☒	☐
Microsoft PowerPoint	☐	☐	☒	☐

Other Software Knowledge
Customer Information Systems, asset management, financial packages, ERP, records management, project management

Experience with Machines, Tools, Equipment and Other Work Aids
Telephone, calculator, copier, fax, personal computer, printer, related software.

Physical Demands

Standing: Occasionally
☒Making Presentations
☒ Observing Work Sites
☐ Observing Work Duties
☒ Communication with Co-Workers

Fine Dexterity: Constantly
☒ Computer Keyboard
☐ Telephone Keypad
☐ Calculator
☐ Calibrating Equipment

Walking: Occasionally
☒ To Other Departments/Office/Office Equipment
☒ Around Worksite

Carrying: Occasionally
☒ Supplies
☒ Equipment
☒ Files

Sitting: Constantly
☒ Desk Work
☒ Meetings
☒ Driving

Reaching: Rarely
☒ For Supplies
☒ For Files

Handling: Constantly
☒ Paperwork
☐ Monies

Kneeling: Occasionally
☐ Filing in Lower Drawers
☒ Retrieving Items from Lower Shelves/Ground

Pushing/Pulling: Occasionally
☐ File Drawers
☒ Equipment
☒ Table and Chairs
☐ Hose

Climbing: Occasionally
☒ Stairs
☐ Ladder
☐ Step Stool
☐ Onto Equipment

Vision: Constantly
☒ Reading
☒ Computer Screen
☒ Driving
☒ Observing Worksite

Foot Controls: Occasionally
☒ Driving
☐ Operating Heavy Equipment
☐ Dictaphone

Balancing: Never
☐ On Ladder
☐ On Equipment
☐ On Step Stool

Bending: Rarely
☐ Filing in Lower Drawers
☒ Retrieving Items from Lower Shelves/Ground
☐ Making Repairs

Crouching: Rarely

☒ Filing in Lower Drawers
☒ Retrieving Items from Lower Shelves/Ground

Crawling: Rarely
☒ Under Equipment
☐ Inside Attics/Pipes/Ditches

Hearing: Rarely
☒ Communication Via Telephone/Radio/To Co-Workers/Public

Other: Click or tap here to enter text.

☒ Listening to Equipment

Twisting: Occasionally
☒ From Computer to Telephone
☒ Getting Inside Vehicle

Talking: Occasionally
☒ Communication Via Telephone/Radio/To-Co-Workers/Public

Environmental Factors

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

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	☒	☐	☐	☐	☐
Chemical Hazards	☒	☐	☐	☐	☐
Electrical Hazards	☒	☐	☐	☐	☐

Fire Hazards	☒	☐	☐	☐	☐
Explosives	☒	☐	☐	☐	☐
Communicable Diseases	☒	☐	☐	☐	☐
Physical Danger or Abuse	☒	☐	☐	☐	☐

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

☐ 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	☐	☐	☐	☒	☐
Emergency Situations	☐	☒	☐	☐	☐
Frequent Change of Task	☐	☐	☐	☒	☐
Irregular Schedule/Overtime	☐	☐	☒	☐	☐
Performing Multiple Tasks Simultaneously	☐	☐	☐	☒	☐
Working Closely with Others as Part of a Team	☐	☐	☐	☐	☒
Tedious or Exacting Work	☐	☒	☐	☐	☐
Noisy/Distracting Environment	☐	☒	☐	☐	☐

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.

_____
Employee's Signature

_____
Employee's Printed Name

_____
Date