

## APPLICATION SUPPORT SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: Under general supervision, an incumbent of this position is responsible for providing the support for and configuration of departmental applications and office systems, and providing support to end users in a small to medium sized department, or division of a larger department. Incumbents assist higher-level administrators in prioritizing functional requirements for system automation in concert with Information Technology staff. Work also includes determining the scheduling of and/or providing staff training. Supervision may be exercised over lower level clerical support staff. Does related work as required.

### EXAMPLES OF WORK: (Illustrative Only)

Provides training and technical assistance to in-house department users to help ensure smooth workflow and develop employee skills;

Helps troubleshoot departmental application system problems and assists in resolving these problems under the technical direction of Information Technology staff;

Assists Information Technology staff in conducting briefing and training sessions to acquaint departmental management with proposed automation projects;

Assists departmental staff in preparing queries and reports from application systems;

Updates the department's Web pages;

Writes and maintains user notes and other custom documentation about departmental systems;

Works with Information Technology staff to coordinate hardware and software installations;

Confers with departmental administrators and the Department of Information Technology to identify functional requirements relating to information management, communication, operational needs, etc.;

Coordinates applications access privileges for departmental staff within departmental applications;

Works with Information Technology staff in the analysis of application systems to ensure the most cost effective and efficient use of departmental resources;

Serves, as appropriate and under the general review of Information Technology staff, as the Departmental liaison with 3rd Party Application vendors for commercial off-the-shelf software specific to the Department and directly maintains contact logs and correspondence files associated with same;

Works with Information Technology staff to assist in long and short term planning needs, new initiatives and/or the modification of application software;

EXAMPLES OF WORK: (Illustrative Only) (Continued)

Uses computer applications or other automated systems such as spreadsheets, word processing, calendar, e-mail and database software in performing work assignments;

Provides input in the preparation of the department's annual budget for information technology services;

May perform other incidental tasks, as needed.

FULL PERFORMANCE SKILLS, ABILITIES AND ATTRIBUTES: Good knowledge of administrative processes and techniques (e.g., work flow, control, scheduling); good knowledge of Windows-based office software and procedures; good knowledge of computers, including such technical areas as PC equipment, PC operating systems, and their functional capabilities; ability to analyze and understand organizational structure, functions, operations, goals and objectives in support of the installation of application and office software; ability to learn and understand departmental operations; ability to identify, evaluate and convey (both orally and in writing) functional requirements for application software in order to achieve departmental goals and objectives; ability to gather and analyze data and draw conclusions; ability to establish and maintain effective working relationships; ability to effectively use computer applications such as word processing, calendar, e-mail and database software; ability to read, write, speak, communicate and understand in English sufficiently to perform the essential duties of the position; thoroughness and attention to detail; resourcefulness; initiative; imagination; good judgment; physical condition commensurate with the demands of the position.

MINIMUM ACCEPTABLE TRAINING AND EXPERIENCE: High school or equivalency diploma and six years of experience where the primary function of the position was working extensively with, supporting and configuring windows-based office software and business application software.

SUBSTITUTIONS: Satisfactory completion of 30 credits\* may be substituted on a year for year basis for up to four years of the required experience. A Bachelor's Degree\* in Information Technology, Computing or a closely related field may be substituted for five years of the experience; and a Master's Degree\* in one of the aforementioned fields may also be substituted for one year of experience.

NOTE: Experience on a home personal computer may not be used as a substitute for the aforementioned experience.

\*SPECIAL NOTE: Education beyond the secondary level must be from an institution recognized or accredited by the Board of Regents of the New York State Department of Education as a post-secondary, degree-granting institution.