APPLICATION SUPPORT SPECIALIST

PURPOSE AND NATURE OF WORK

Position is responsible for providing application support for departmental computer software. The support is concentrated on the department's unique software needs. Incumbent is responsible for the installation of new releases of packaged software and/or writing of program code when necessary, interaction with end-users, troubleshooting, and resolving problems. Position reports to a departmental manager or supervisor for project assignments.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Provides day-to-day support for departmental software. Handles requests for information, reports, and problem solving. Conducts installation and testing of new software and/or software upgrades; trains users on new or upgraded software. Writes queries for users to extract information from the database. Prepares, maintains, and provides documentation for departmental software. Analyzes current application(s) and makes recommendations on improvements. Troubleshoots problems, makes corrective changes to existing programs through consultation with vendors. Tests patches that have been developed by software manufacturers using a test database to ensure proper development prior to implementation. Tests, develops, and implements new business processes using a test database to ensure proper implementation. Maintains existing application(s) to meet the changing needs of end-users.

Performs related work as required.

NECESSARY KNOWLEDGES, ABILITIES, AND SKILLS

Considerable knowledge of relevant programming languages.
Knowledge of application design, file structures, and databases.
Knowledge of system software and hardware.
Knowledge of management procedures and record-keeping practices.
Familiarity with standard application software packages.
Ability to work with a minimum supervision.
Ability to recognize need for, or potential for improvements in application(s).
Ability to establish effective relationships and communicate effectively with City-Parish officials, the public, software manufacturers support personnel, and employees.

DESIRABLE TRAINING AND EXPERIENCE

Bachelor's degree in Computer Science, Business or closely related field and considerable experience with application support and application upgrades; or an equivalent combination of training and experience.