CLASS TITLE:	**DEPARTMENT APPLICATION SPECIALIST**	**CLASS CODE: 0155**
DEPARTMENT:	**VARIES**	**FLSA STATUS: N**
REPORTS TO:	**VARIES**	**DATE: 07/07 rev. 01/12**
CIVIL SERVICE:	**YES**	**BARGAINING UNIT: SEIU**

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JOB SUMMARY:

Under general supervision, provides technical application and program support related to a departmental specialized computer application system/s; work consists of technical and other departmental administrative or program duties. Performs routine information technology and specialized administrative support work emphasizing the maintenance and basic administration of computer programs and/or systems within an assigned County department; supports departmental functions by assisting with procurement, installation, modification, and maintenance of departmental application/s; troubleshoot and investigate application problems and their resolution; designs and prepares complex system queries and reports; provides technical expertise needed to develop forms, graphics, presentations and other documents utilizing specialized system tools; and provide technical user support for department staff pertaining to assigned application/s.

DISTINGUISHING CHARACTERISTICS:

This class provides technical support for departmental computer application/s while also performing advanced technical administrative support duties. Preponderant duties emphasize support for the technical oversight and maintenance of departmental computer application/s, but incumbents generally also perform application/s reporting, data compilation and other duties. Incumbents receive general supervision, working alone on routine or regular work assignments and checking with a supervisor, Department Technology Coordinator, GSA Information Services Division staff and/or product vendor on non-routine assignments or when in doubt as to the correct procedures to follow.

This class can be distinguished from Clerical Classifications by the preponderance of duties by the Department Application Specialist related to serving as the primary application support for one or more specialized departmental computer application systems with overall responsibility for coordinating technical activities pertaining to, upgrade and support, including training end-users and troubleshooting, a department's specialized application system/s.

SUPERVISION EXERCISED:

Incumbents in this class do not supervise other employees.

EXAMPLES OF DUTIES: *Duties may include but are not limited to the following:*

- Provides routine technical support pertaining to specialized computer application issues and activities within an assigned department; assists with basic information systems planning, development and maintenance.
- Provides support for one or more specialized departmental applications; adds and removes users; sets up and changes passwords; monitors system resources and availability; monitors system security measures.
- Consults with and advises staff and users on technical problems, legal and system requirements, and county policies and procedures that impact operation of the application/s.
- Provides technical training to end-users, provides technical information, advice, feedback, or assistance to others within the department to refine work outputs or resolve problems related to specialized computer application/s.
- Provides system support and trouble shooting; determines if problems are hardware, software or operator related; solves problems by answering questions, performing needed repairs or coordinating with Information Services and/or outside vendors to correct problem as needed.
- May recommend hardware and software purchases in support of assigned functions; communicates with vendors regarding software and hardware costs and availability.
- Troubleshoots and investigates computer application and system performance, integrity, security, access and other issues/problems within assigned parameters; referring more complex system problems to vendor, or depending upon the issue, to the GSA Information Services Division.
- Communicates with staff regarding system deficiencies and/or enhancement issues; as assigned, communicates with vendors regarding the feasibility and cost of such modifications; participates in the implementation of approved changes.
- Reads and interprets computer printouts, reports and screen information; performs system queries; designs and develops complex system reports using specialized software tools; compiles and processes statistical and Ad Hoc data for departments, vendors and others; ensures that reports are complete and accurate.
- Performs technical administrative support work involving data compilation, technical reporting and other areas; prepares

spreadsheets, presentations, graphics and other documents; develops forms and templates.
- Participates in applications development, enhancement and integration projects; supports technical activities such as installation and testing processes; makes system modifications as authorized; communicates with department staff regarding any technical concerns or problems.
- Implements system access policies and procedures; prepares system documentation and user instructions; maintains system service records and resource contacts.
- Attends meetings, trainings and seminars; serves on committees and task forces.
- Continuously communicates with supervisor regarding the status of assignments and projects.
- Performs other related duties as assigned.

MATERIAL AND EQUIPMENT USED:
General office equipment
Personal computer and related equipment
General and specialized software applications

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:
Two years (or 60 units) of college or vocational/technical school which includes coursework in Computer Science, Information Services or a related field; and, two years of highly responsible clerical/administrative experience which includes providing technical support and troubleshooting for a computer application; or an equivalent combination of related education, training and experience providing the required knowledge, skills, and abilities to perform the essential functions of the job.

Licenses and Certifications:
Valid California driver's license

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:
- Basic methods and techniques of providing application support, maintenance and administration including areas such as troubleshooting and testing.
- Basic principles and practices of information technology customer service.
- Basic data organization and access methods in computerized systems.
- Applicable state, federal and local ordinances, laws, rules and regulations.
- Standard business software tools such as word processing, spreadsheet, e-mail, and Internet browser programs.
- Methods and techniques of performing technical research, statistical compilation and report development.
- Standard business arithmetic, including percentages and decimals.

Skill in:
- Using tact, discretion, initiative and moderately independent judgment within established guidelines.
- Identifying technology related problems.
- Responding to customer requests.
- Researching, compiling and summarizing information, including statistical data.
- Organizing work, setting priorities, meeting critical deadlines and following up on assignments with a minimum of direction.
- Preparing cost estimates.
- Applying technical knowledge to solve problems or accomplish tasks.
- Communicating clearly and effectively, both orally and in writing.
- Preparing clear and concise reports, correspondence and other written materials.
- Establishing and maintaining effective working relationships within a customer service-oriented environment and with outside agencies.

Mental and Physical Abilities:

- Read, analyze and interpret routine technical information.
- Understand and carry out written and oral instructions with close attention to detail and accuracy.
- Adapt to and plan for changes in assignment and in the work environment.
- Work cooperatively and effectively with staff, customers, vendors and the public.
- Coordinate and perform multiple tasks simultaneously in a consistent and accurate manner.
- Investigate and evaluate information quickly and accurately and recommend an appropriate course of action.
- Communicate technical information systems concepts in a timely and understandable fashion to non-technical personnel.
- Work effectively with subordinates and superiors.
- Interpret information that includes both abstract and concrete variables.
- While performing the essential functions of this job, the incumbent is regularly required to walk, stand, bend and sit; use hands to operate a keyboard, grasp, handle, or feel objects; reach with hands and arms, above the shoulders and below the waist; speak and hear normal speech in person and on the telephone; and lift, carry, push and pull objects up to 40 pounds.

Working Conditions:

- Work is performed in a normal office environment with little exposure to outdoor temperatures, dirt and dust.
- The incumbent's typical working conditions are moderately quiet, but may include frequent exposure to computer noise.