



CLASSIFICATION DESCRIPTION

TITLE: APPLICATIONS ADMINISTRATOR JOB CODE: 17 (Exempt)

GENERAL DESCRIPTION OF DUTIES

Independent professional, analytical and technical position responsible for implementing and managing the City's Enterprise Software Applications. Responsibilities include being the City's Subject Matter Expert (SME) on the application(s), mapping departmental work flow processes, installing, configuring and upgrading the application(s), testing the application(s), working with vendors to resolve software bugs or issues, creating documentation, training staff and evaluating new features or products. Position reports to the Senior Applications Administrator.

Employees in this classification function at a professional level, and are responsible for analyzing technical software applications and promoting optimal performance in systems development through use of state-of-the-art information technology. Provides continuous monitoring of work processes to ensure quality assurance/control and improvements to current processes and procedures where applicable.

SPECIFIC DUTIES AND RESPONSIBILITIES

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Analyzes application needs specific to the City process assigned; designs requirements and specifications; performs system and program enhancements; develops and conducts system and program testing.
- Researches, tests, analyzes and repairs routine and complex software issues.
- Receives, prioritizes and responds to staff, end user and department requests for troubleshooting, maintenance and support of Enterprise Applications.
- Provides project management and leadership for application installations, upgrades, and or modifications; may require management of multiple projects simultaneously to ensure adherence to critical paths and project goals.
- Provides advisement and consultation with management regarding the application strategies of the assigned systems, problem anticipation and problem solving on an enterprise level.
- Researches current trends and developments in the industry relevant to systems under

charge; identifies where new solutions or enhancements to current systems may improve operational or functional efficiency of assigned systems.

- Identifies when assigned systems applications of the assigned systems are becoming outdated; recommends implementations of new technologies accordingly.
- Communicates with software/technology vendors; provides information concerning operational and/or mechanical problems, new products, or other issues as appropriate; acts in a consultative role regarding new policies.
- Maintains an awareness of new products, technologies, trends, and advances in the profession; reads professional manuals and publications to increase knowledge of computer operations; attends user group meetings, conferences, workshops, and training sessions as appropriate.
- Performs related duties as directed.

MINIMUM TRAINING AND EXPERIENCE

Associate's Degree with major course work in Management Information Systems, Computer Technology, Computer Science or related field; supplemented by two (2) years knowledgeable and skilled experience in applications analysis and support; or an equivalent combination of education, training and experience.

LICENSES, CERTIFICATIONS OR REGISTRATIONS

Must possess and maintain a valid Florida Driver's License.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to understand and follow written and oral instructions.
- Ability to clearly communicate information both verbally and in writing.
- Ability to analyze, implement, maintain and repair new technological software and programs.
- Knowledge of the methods, tools, and techniques applied to software/applications analysis, evaluation and design for existing or new support systems in complex multi-platform networked environments.
- Knowledge of the body of available and current information resources applicable to the department's functions for technical research and development purposes.
- Knowledge of various current technologies relevant to existing applications and/or upcoming installations, e.g., Microsoft technologies; report writers; relational databases; programming / scripting languages; web, server, and voice/data network technologies.
- Skill in reading and interpreting technical and trade journals, industry specific periodicals, product / manufacturer specifications, and related technical information and data.

- Skill in interpersonal, leadership, planning, management and communications; ability to communicate professionally verbally, in writing, and in presentations.
- Ability to evaluate, diagnose and develop solutions to potential and real operational and system deficiencies to ensure continued and non-disrupted service to system users.
- Ability to utilize personal computers, standard office equipment and standard software applications, e.g., word processors, database software, spreadsheet applications.
- Ability to establish and maintain effective working relationships with employees, division and department heads, public/private sector contacts, and City administration.
- Ability to organize work, establish priorities, meet established deadlines, and follow up on assignments with a minimum of direction.

PHYSICAL REQUIREMENTS

- While performing the essential functions of this job the employee is regularly required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, and lift and/or move up to 25 pounds.
- While performing the essential functions of this position the employee is rarely exposed to disagreeable environmental factors.

The City of Palm Coast, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, The City of Palm Coast, Florida will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.