APPLICATION SUPPORT SPECIALIST

DEFINITION

Under general supervision, performs computer software applications system support, maintenance, and coordination activities in support of case management system administrative and business services; provides technical support to users; responds to queries, isolates and troubleshoots problems, determines and implements solutions; assesses user training needs and provides training materials for the effective use of applications; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision by the Supervising Information Technology Analyst. Exercises no direct supervision over staff.

CLASS CHARACTERISTICS

This is a technical class that performs a wide variety of support duties related to the Court Management System (CMS) software applications. Responsibilities include troubleshooting software applications, assisting in the implementation of new software, and the overall maintenance of user accounts. This class is distinguished from the Application Developer in that the latter handles the overall design, development, and maintenance of Court software and web Applications.

EXAMPLES OF TYPICAL FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Acts as point of contact for the day-to-day operations of the CMS applications technology needs; troubleshoots system problems; isolates the cause of system failures; identifies, diagnoses, and resolves CMS process issues, system errors or configuration problems.
- Assists users with operational questions and problems in the use of CMS; provides new user training and ongoing support to keep all system users apprised of changes and upgrades to CMS; prepares training material for users in the effective use of CMS.
- Confers with management to understand CMS related issues, training needs, and business processes.
- Performs SQL database queries; anlyzes data entered into CMS; investigates and rectifies variances in data; transmits Court statistical data generated by the case management sytem to the Judicial Council.
- Creates CMS user accounts; assigns system users to appropriate groups within the Court's Active Directory; maintains user security permissions.
- Creates, updates, and closes IT trouble tickets for tracking purposes; monitors IT trouble ticket queue and prioritizes requests; follows up with system users to ensure issues have been resolved.
- Acts as a liason between the IT department, system users, and third party vendors.
- Researches and reports application software defects; provides routine analysis for new application builds; performs system configuration management and application testing.

➢ Coordinates with other Information Technology staff to resolve problems with system applications; works with software vendors to accomplish specific maintenance and modifications.
➢ Enforces the Court's information technology operational policies and procedures.
➢ Stays abreast of current trends and developments in the field of computer software programs and database systems on a variety of hardware operating systems.
➢ Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

➢ Court operations, services, and activities
➢ Operation of the Court Management System and applicable technical terminology, applications, features, and services.
➢ Modern principles and practices of computer systems management, analysis, design, database structures and relationships, script writing, documentation, and maintenance.
➢ Various software packages including word processing, spreadsheet, Microsoft SQL database and database management, reporting tools, graphics and desktop publishing applications and programs.
➢ Data management theory, principles, techniques, and practices and their application to a wide variety of services and programs.
➢ Technologies such as LAN/WAN, Windows operating system, PC, Web and server applications.
➢ Modern office practices, methods, and equipment.
➢ Record keeping principles and procedures.
➢ English usage, grammar, spelling, vocabulary, and punctuation.
➢ Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Court staff.

Ability to:

➢ Analyze, isolate, diagnose, and troubleshoot application systems issues using logic and creativity to solve problems.
➢ Read, interpret, and apply technical publication, manuals, and other documents.
➢ Analyze and evaluate data, formulate system changes to maximize efficiency.
➢ Learn the operational processes and configuration of Court systems.
➢ Write system procedures.
➢ Learn to use new and existing software and hardware.
➢ Present effective training programs and train users in the application and use of Court applications.
➢ Maintain discretion and confidentiality.
➢ Compose clear and concise correspondence and reports.
➢ Understand and follow oral and written instructions.
➢ Make accurate arithmetic, financial, and statistical computations.
➢ Establish and maintain a variety of filing, record-keeping, and tracking systems.
➢ Organize own work, set priorities, and meet critical time deadlines.
➢ Operate and maintain modern office equipment, including computer equipment and specialized software applications programs.
➢ Use English effectively to communicate in person, over the telephone, and in writing.
➢ Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
➢ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to the completion of an Associate's degree and two (2) years of experience providing administration and technical support to end users of a specialized computer application.

Licenses and Certifications:

None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Court and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull *d*rawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 40 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.