Applications Support Analyst
Information Technology

IT/5
Pay Grade: 20

JOB SUMMARY

This position is responsible for the maintenance of information technology software applications in support of the work of user departments.

MAJOR DUTIES

- Analyzes current user requirements, procedures and problems; develops service requests for the development of software applications.

- Analyzes, evaluates and tests existing procedures; makes recommendations for the development of new and revised procedures.

- Manages special projects to completion, including the implementation of third-party applications, enhancements and solutions.

- Designs and prepares a variety of special and regular reports.

- Designs SQL programs, scripts and queries.

- Designs, develops and maintains the county website.

- Documents processes and procedures for reporting.

- Uses computer software to design and edit images.

- Designs and creates documents, spreadsheets, presentations and templates.

- Performs any other duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of information technology systems and internal controls.

- Knowledge of information technology best practices.

- Knowledge of computer system design, architecture, and methodologies.

- Knowledge of relevant local, state and federal laws.

- Knowledge of customer service and end user support procedures.

- Skill in the analysis of problems and the development and implementation of solutions.

- Skill in the preparation of clear and precise reports.

- Skill in oral and written communication.

- Ability to communicate in English and Spanish.

SUPERVISORY CONTROLS

The Systems Administrator assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

GUIDELINES

Guidelines include information technology best practices and county and department policies and procedures. These guidelines require judgment, selection and interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied applications support duties. Frequent changes in technology contribute to the complexity of the position.

- The purpose of this position is to develop and maintain software applications for user departments. Success in this position contributes to the efficiency and effectiveness of county operations.

CONTACTS

- Contacts are typically with co-workers, other county personnel, vendors, and members of the general public.

- Contacts are typically to provide services, to give or exchange information, or to resolve problems.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, stooping or walking.

- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

- Must possess a valid and current Texas driver's license.

- Drug and Alcohol Policy applies to this job. Pre-employment drug/alcohol testing, Motor Vehicle Record (MVR) and criminal background checks are required.

- This position *is covered* by Civil Service; therefore, is subject to the Civil Service Rules and Regulations in addition to all other Webb County policies.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with the completion of a baccalaureate degree from an accredited college or university in a course of study related to the occupational field.

- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for one to two years.

- Must have a high school diploma or GED from an accredited institution.

ACKNOWLEDGEMENT

The undersigned have read, discussed and understand the full meaning of this job description and agree to abide by all terms and conditions herein expressed or implied.

Employee's Signature   Print Name   Date

Supervisor's Signature   Print Name   Date