

# Champaign County Job Description

**Job Title:** Application Support Specialist

**Department:** Information Technology

**Reports To:** Chief Information Officer

**FLSA Status:** Exempt

**Grade/Range:** G

**Approved Date:** September 2021

**SUMMARY** Utilizing excellent communication and problem-solving skills, the *Application Support Specialist* provides County staff with support for vendor-based software solutions (e.g., financial management, human resources, court and justice, etc.); this support includes end-user training as well as the installation, configuration, and troubleshooting of software programs.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following (other duties may be assigned):

- Become an expert in the configuration, workflow, and overall user experience of County software solutions (training provided);
- Provide assistance and support to end-users via telephone, remote software, or in person;
- Troubleshoot basic and intermediate issues, escalating advanced issues to senior County IT staff and/or to software vendor(s);
- Document support issues, cataloging problems encountered and resulting solution within help desk ticketing system;
- Maintain internal knowledge base documentation for IT support staff;
- Create training documentation for end-users, outlining procedures and best practices;
- Deliver training to teams or individuals;
- Install and configure programs on end-user computers;
- Create user accounts and assist with password resets;
- Perform regular analysis of support issues to identify areas of targeted training or workflow development;
- Establish and maintain positive relationships with end-users;
- Evaluate vendor roadmaps, and emerging technologies to make recommendations for the procurement of software, hardware, and services;
- Keep project teams and department up-to-date on relevant activities and problems.

**SUPERVISORY RESPONSIBILITIES** This position has no direct supervisory responsibilities.

**QUALIFICATIONS** to perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

**EDUCATION and EXPERIENCE** Any combination of four (4) years of directly-related work experience or college coursework that would provide knowledge in software technical support and/or end-user training. High school diploma required.

**LANGUAGE SKILLS** Ability to read, analyze, and interpret periodicals, professional journals, and technical procedures. Ability to write reports, correspondences, and procedure manuals. Ability to effectively present information and respond to questions from County staff members.

**TECHNICAL SKILLS** General knowledge of information technology concepts and systems. Familiarity with administering Windows desktop computers (e.g. installing computer programs, setting up printers, applying windows updates, etc.). Demonstrated aptitude for learning new technologies.

**REASONING ABILITY** Ability to define, analyze, and interpret problems, data, and technical instructions, and establish facts, and draw valid conclusions. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**CERTIFICATES, LICENSES, REGISTRATIONS** Training certifications (e.g., CompTIA CTT+, Apple ACT, etc.) highly desirable, but not required.

**PHYSICAL DEMANDS** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to sit; and talk; or hear. The employee is occasionally required to stand; walk; use hands to finger; handle, or feel; and reach with hands and arms. The employee may occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Normal office conditions. The noise level in the work environment is usually moderate