

LIVINGSTON COUNTY JOB DESCRIPTION

APPLICATION SUPPORT ANALYST - IT

Supervised By: Application Manager

Supervises: No supervisory responsibility

FLSA Status: Exempt

Position Summary:

Under the supervision of the Application Manager, assists with the application support intake and issue evaluation process. As 1st and 2nd level responder, troubleshoots incidents and actively works to resolve them or escalate as appropriate. Responsible for providing expertise and technical knowledge, answering inquiries and resolving issues, and escalating or closing tickets as necessary, as they relate to key software applications.

Plans, and implements County applications or enhancements including researching and analyzing department needs, modifying existing programs, assisting in the conversion of data and systems and preparing appropriate documentation in accordance with established methods and procedures.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Assists in the support all of Information Technology operations.
2. Operates in a confidential manner while working on complex and sensitive technology projects and data.
3. Establishes and maintains data tables, updates and interprets data for use in report generation and ensures the accuracy and integrity of data used by customers.
4. Extracts data from centralized applications and downloads information from a variety of sources including the internet for analysis and report preparation.
5. Collaborates with others to identify information needs and determine appropriate applications to support those needs. Writes and modifies existing programs for input and retrieval of data.
6. Assists in the support of Electronic Document Management Systems.
7. Assists with the maintenance and support of County hosted applications.

8. Develops Microsoft SSRS or Power BI reports and SharePoint pages and solutions.
9. Assists with writing PowerShell scripts as well as API integrations for complex system integration.
10. Builds web forms and other web application to integrate content with departmental applications.
11. Develops in-depth knowledge of operational business processes, software applications used to support them, and data flows across the business process. Develops the SQL skills necessary to acquire and analyze information.
12. Provides specialized training for assigned area on common desktop applications and/or specific applications that are unique to the area. Assists in the development and maintenance of training materials.
13. Responsible for adhering to the Information Technology Change Control process to identify, document, and obtain authorization for configuration changes.
14. Assists in special projects relating to the conversion of applications or technology and coordinates work with IT professionals responsible for the project
15. Performs other duties as directed.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

- Bachelor's Degree or 3-5 years of relevant information technology work experience.
- The County, at its discretion, may consider an alternative combination of formal education and work experience.
- Michigan Vehicle Operator's License.
- Collaborative, enjoys working in teams, creative and effective problem-solving skills.
- Demonstrated organizational skills and strong attention to detail
- Demonstrated skills and experience in Microsoft: SQL, SSRS, PowerShell, Power BI, SharePoint, JSON & Python.

- IIS, Apache & web form development experience preferred
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with County employees, vendors for the County, representatives of other governmental units, professional contacts, elected officials, and the public, and vendors.
- Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.
- Will be a part of a on call rotation and part of a team that is on call as needed 24 x 7
- Ability to maintain confidentiality requirements.
- Skill in assembling and analyzing data and preparing comprehensive reports.
- Skill in effectively communicating ideas and concepts orally and in writing.
- Thorough knowledge of the principles and practices of providing administrative support for a department.
- Considerable knowledge of office procedures, and administrative support techniques.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents, and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for office employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.