Applications Specialist

Job Code: 401690	
Service Area: Finance & Administrative	
Service Unit: Information Technology	
Salary Grade (Non-Union): 8	**Pay Scale (Union):** N/A **CP:** No
Exemption Status: Exempt	
Accountable To: Applications Delivery Manager or IT Director	
Union/Non-Union: Non-Union	
Union Name: N/A	
Essential Driver: No	
Telecommuting Eligible: Yes	
Responsible for supervising the following positions: N/A	
Description Prepared By Kevin Eyer, T. Crawford 3/2014; updated by J. Chase 1/2025 HR Review- JC, AW 3/2014; CW EAJ 1/2025 Legal Review of physical requirements – MR 8/27/2024	

Date Position Description Finalized

1/10/2025

Role Summary
Provides consulting and support services for third party software systems and customs, in-house data exchange and integration services. Provides recommendations for business process improvements, systems analysis, system compatibility testing and software systems installations. Provides software support by maintaining, patching, upgrading and troubleshooting business applications.

Works in a team environment that provides continuous improvement, development, implementation, and maintenance of applications that service internal and external customers.

Responsible for assisting Senior Application Specialist and Information Technology management in planning, organizing and conducting detailed business cases that define problems and opportunities, identify deficiencies and deliver improvements that impact the enterprise's operational efficiency and effectiveness as it relates to software and technology utilization.

Duties
Duties are performed under the general supervision of the Applications Delivery Manager or designee and may include the following:

Essential Duties

- **Customer focused service delivery:**
  - Performs project management and provides assistance to internal staff for projects.
- **Software support and Data Analysis:**
  - Application selection: Participate in product analysis, cost-benefit analysis and product selection processes for application systems and assist business units with business case developments. Reviews staff recommendations regarding product selection.
  - Server Application Support: Ensures installations and upgrades for client- server based applications systems and n-tiered application systems are completed and documented.
  - Applications Troubleshooting: Resolves problems regarding client-server and n-tiered Applications. Supports peers with resolution of client-side production problems after problems have escalated through Help Desk.
  - Resolves problems that the Service Desk is unable to solve.
  - Provides data analysis, report design and development, writes stored procedures, SQL functions, scripts, triggers, and views using Microsoft SQL Server tools and Microsoft Visual Studio
- **Business Process Improvement:**
  - Ability to understand the business objectives and technology as well as underlying data required for supporting business unit needs.
  - Defines and documents business processes, systems scope and objectives based on both user needs and a thorough understanding of business systems, industry requirements and regulatory compliance.

- o Develops and enhances procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results.
- o Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications.
- o Considers the business implications of the application of technology to the current and future business environment.
- o Working with the business units to identify data elements and write business specifications that will be used to direct system changes for the applications.
- o Design, implement and support enterprise application integration (EAI) processes including database-to-database integration.

Related Work
- Performs other job related tasks as assigned by the Applications Delivery Manager or Information Technology Director.

Knowledge of: (position requirements at entry)
- Business process analysis, diagramming process flow and workflow using Microsoft Visio or similar product
- Structured Query Language (SQL) using Microsoft Query Analyzer and other SQL tools
- Microsoft SQL Server, Microsoft SQL Analysis Services, Integration Services and Reporting Services
- Current versions of Microsoft Visual Studio , MicroSoft .NET Framework, and Microsoft SharePoint
- Programming using AJAX, C#, CSS, HTML, JavaScript, Visual Basic, XML and Web Services

Skills and Ability to:(position requirements at entry)
- Ability to create and alter stored procedures, functions, view, triggers, and other database objects
- Ability to develop data exchange services and web application interfaces using current versions of MicroSoft .NET Framework , Visual Basic ,, and/or other Microsoft-based tools including SQL Server Integration Services
- Strong skills in managing complexity, identifying and setting priorities
- Project management skills and comfort in ability to create and achieve success in highly matrix management environment.
- Excellent oral and written communication skills
- An analytical and broad business perspective on issues, but also the ability to delve into detail
- Ability to set priorities and work in matrixed environment
- Ability to work independently and as a member of a team
- Ability to apply sound judgment
- Self motivated and ability to demonstrate self initiative
- Resourceful and analytical in solving complex problems
- Ability to Meet deadlines in a timely and accurate manner

Equipment
Computing equipment including desktop, laptop, servers, printer, and tablets. Miscellaneous office equipment including fax and phones

Education, Training and Experience (position requirements at entry)
Required:
- Bachelor's degree in computer science, information technology or related field
- 3-5 years demonstrated experience in application programming and support or similar experience
- Knowledge of personal computer hardware and software
- The City of Ann Arbor will consider an alternative combination of education and experience.

Preferred:
- Master's degree in computer science, information technology or related field

Licensing Requirements (position requirements at entry)
None

Physical Requirements
Positions in this class typically require: walking, standing, stooping, kneeling, reaching, lifting, pushing, pulling, grasping, talking, seeing, hearing and repetitive motions.

Duties entail the ability to work at a computer keyboard for extended periods of time, or extended periods of time troubleshooting over the telephone. Operating standard office equipment requiring continuous or repetitive hand/arm movements. Move and lift objects up to 40 pounds such as mail, files, computer equipment and supplies.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

The physical demands described here are representative of those that may be met by an employee to successfully perform the essential duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.