

CITY OF ANN ARBOR, MICHIGAN  
JOB DESCRIPTION

JOB TITLE: Senior Applications Specialist

Job Number: 401050

Date Finalized: 2/14/2014

**Service Area:** Financial and Administrative Services  
**Service Unit:** Information Technology

**Accountable To**  
Applications Delivery Manager or Information  
Technology Director

**Mission Statement**

The City of Ann Arbor is committed to providing excellent municipal services that enhance the quality of life for all through the intelligent use of resources while valuing an open environment that fosters fair, sensitive, and respectful treatment of all employees and the community served.

**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.

Plays a lead role in client relationship and communication, enhancing relationships with business units and working in a team environment that provides continuous improvement, development, implementation, and maintenance of applications that service internal and external customers.

The Senior Applications Specialist is responsible for assisting 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:**

Incumbent is responsible for, but not limited to, the following duties:

- **Customer focused service delivery:**
  - Performs project management and provides assistance to internal staff for projects.
- **Software support and Data Analysis:**
  - Application selection: Conduct 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.
  - Develops and enhances procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results.
  - Includes analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications.
  - Considers the business implications of the application of technology to the current and future business environment.
  - Working with the business units to identify data elements and write business specifications that will be used to direct system changes for the applications.
  - 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.
    - Will be on-call on a rotating basis with other staff members.

### The Way We Work

The Employees of the City of Ann Arbor...

- Work and accept responsibility to search for, create and execute new and innovative approaches to improve the performance of City services and objectives
- Assist external and internal customers to serve their needs and take responsibility for continuously improving customer service
- Foster meaningful interaction among people through the exchange of information to produce understanding
- Continuously develop and use effective strategies and interpersonal styles to engage and guide others towards the accomplishment of identified objectives and goals in the best interest of the City and community
- Consistently work toward the common good of the organization and encourage others to do the same
- Conduct themselves at all times in a professionally appropriate and respectful manner
- Apply the proper safety/security practices according to established protocols, guidelines and policies

### **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** (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

- Strong 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 and Experience** (position requirements at entry)

Required:

- Bachelor’s degree in computer science, information technology or related field
- Knowledge of personal computer hardware and software
- 5-7 years demonstrated experience in application programming and support or similar experience

Preferred:

- Master’s degree in computer science, information technology or related field

**Licensing Requirements** (position requirements at entry)

None

**Physical Requirements**

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

Positions in this class typically require: walking, standing, stooping, kneeling, reaching, lifting, pushing, pulling, driving, fingering, 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.

**Description Prepared By**

Russell Hanshue 8/05) / HR Review 8/05)/Revised RHanshue, DRainey/HR ADT 04/12/ Revised 2/14/14-HR-JC/AW