



EFFINGHAM COUNTY BOARD OF COMMISSIONERS

Job Title: Applications Administrator	Job Code:
Reports to: Director of Information Technology	FLSA Status: Non-Exempt
Department: Information Technology	

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.

Position Overview:

The purpose of this classification is to provide the various county departments with advanced software support and maintenance for all computer systems and associated infrastructure. This position is also responsible for application configuration and training, product research, and application server maintenance.

Principal Duties and Responsibilities (Essential Functions):**

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices. This position has six essential roles, Planning, Implementation, Support, Maintenance, Documentation, and Training of both current and future applications and systems used within the County Departments.

Planning:

Analyzes and evaluates software application needs and operational requirements, recommends changes to support procedures as part of ongoing improvement efforts. Recommend hardware and software enhancements to increase productivity and to keep current in applications and infrastructure using recommended best practices. Coordinate with departments to identify application needs.

Implementation:

Plan, coordinate, test, and communicate changes, upgrades, and new application installs ensuring business operations continue to function correctly in current and future environments. Follows project plans to install and implement shared software application resources. Provide regular project status updates and estimates.



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Support:

Provide advanced technical support and troubleshoot application related issues to internal and external customers.

Work closely with vendors to tune and troubleshoot problems to resolve application issues at the workstation and server levels.

Maintenance:

Administer several servers in clustered environments including web, database, file, email, fax, telecommunications, and specialized application servers. Coordinate with team all related configuration and maintenance for the servers and their applications. Maintain system and software updates, data retention and cleanup including logs. Monitors software applications and infrastructure.

Documentation:

Maintain adequate documentation of all software application systems and procedures for both internal IT use and external use.

Training:

May develop and conduct training programs and/or schedule vendor training for applications. Provide advice and training to end-users and first level helpdesk technicians.

ADDITIONAL FUNCTIONS

Answers the telephone and provides information and assistance to other employees or departments as needed on a daily basis.

Respond to request received by the help desk ticket system in a timely manner.

May design, code and maintain applications using standard programming languages.

Performs other related duties as required.



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MINIMUM QUALIFICATIONS

An undergraduate degree majoring in Information Technology or Information Systems from an accredited college or university or equivalent work experience in the specific field of application administration and support with industry accepted certification. Additionally, one year of professional experience in systems analysis and design work or two years of professional maintenance with industry accepted certifications.

PERFORMANCE APTITUDES

Data Utilization:

Requires the ability to review, classify, categorize, prioritize, and/or analyze data. Includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction:

Requires the ability to provide guidance, assistance, and/or interpretation to others regarding the application of procedures and standards to specific situations.

Equipment, Machinery, Tools, and Materials Utilization:

Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude:

Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude:

Requires the ability to perform addition, subtraction, multiplication, division, and algebraic equations; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs and statistical information.



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Functional Reasoning:

Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning:

Requires the ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.

ADA COMPLIANCE

Physical Ability:

Tasks require the ability to exert moderate, though not constant physical effort, typically involving some combination of climbing and balancing, stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements:

Some tasks require the ability to perceive and discriminate sounds and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors:

Essential functions are regularly performed without exposure to adverse environmental conditions.

** To comply with regulations by the American with Disabilities Act (ADA), the principal duties in job descriptions must be essential to the job. To identify essential functions, focus on the purpose and the result of the duties rather than the manner in which they are performed. The following definition applies: a job function is essential if removal of that function would fundamentally change the job.