

APPLICATIONS ADMINISTRATOR

DEFINITION

Under direction, coordinates, implements, and manages the Housing Authority's (Agency's) business applications portfolio; performs technical assessments of recommended business application solutions based on end-user needs; coordinates support and monitors the performance and reliability of business applications; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Information Technology Infrastructure Supervisor. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level professional class responsible for evaluating, implementing, and managing the Agency's business applications portfolio. Responsibilities require the use of tact, discretion, and independent judgment and to have full and thorough knowledge of the concepts, practices, procedures, and policies of the assigned function. Work is typically reviewed upon completion for technical soundness, appropriateness, and conformity to policy and requirements and the methodology used in arriving at the end results which are not reviewed in detail.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Oversees, coordinates, and maintains the Agency's business application portfolio, including serving as the first point of contact for the Agency's business application end-user community; meets with stakeholders to gather and analyze requirements and provide feedback on how they may impact system performance.
- Configures and supports Agency business applications either directly or through contracted third-party service providers; liaises with vendors and contractors who provide professional and technical support to the Agency's business applications regarding bug fixes, new releases, and updates.
- Coordinates user testing of bug fixes, new releases, and updates, including the development of test plans and test scripts; collaborates with end-users to create and maintain procedural documentation for future changes.
- Assesses performance and reliability of business applications by monitoring availability and response time; detects problems and identifies inefficient use of resources; provides guidance to IT staff and/or third-party service providers to resolve application performance issues and streamline workflows.
- Works closely with Agency departments and divisions in supporting business application needs assessments; identifies and applies proactive solutions to optimize business processes and minimize downtime; generates and maintains scripts to automate common operations, maintenance tasks, and tedious data entry methods.
- Addresses business application capacity needs to accommodate for future growth requirements in areas such as increased database size, increase in end-user population, and application feature development; forecasts needs for additional resources and makes recommendations on the same.
- Provides guidance to end-user subject matter experts (SMEs) relative to function, operation, and troubleshooting of business applications; serves as the second level of support for issues that cannot be resolved by SMEs.
- Assumes responsibility for supporting business applications installation, upgrade, and maintenance projects, including supporting the project manager with conception and initiation, definition and planning, launch and execution, monitoring and controlling, and close-out.
- Defines technical requirements and methods for assigned projects in consultation with end users; performs technical analysis of proposed projects including identifying the information architecture and compatibility with other agency systems, reporting capabilities, and security; acts as liaison between project manager other information technology staff, user representatives, and outside vendors.
- Develops and recommends comprehensive standards, policies, and procedures pertaining to business applications operations; maintains, updates, and enhances existing security policies and procedures.
- Writes and maintains user and technical operating instructions and documentation; prepares training materials and conducts formal and informal training programs on the use and operation of business applications and advises on best practices; offers constructive guidance to users adapting to new systems and processes.
- Stays abreast of new trends and innovations in technology related to business applications; implements improvements; works with staff to maintain, revise, or improve operations and systems.

- Researches, recommends, and evaluates vendor solutions and technologies before and during system acquisition to ensure cost-effective use of resources and overall fit and ability to integrate within the current application portfolio.
- System API review, management, and process mapping; performs technical assessment of and creates documentation for new and existing application integrations to demonstrate their utility within the overall system architecture; assists and supports ETL processes to improve quality and integrity of data imports.
- Performs technical help desk support, including handling customer inquiries and complaints and resolving requests by remote session, telephone, or email.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

A bachelor's degree from an accredited four-year college or university with major coursework in business applications and technology, management information systems, computer science, or a demonstrated history of equivalent experience, and three (3) years of progressively responsible experience in supporting and implementing business software applications and/or other information technology systems.

Licenses and Certifications:

None.

Knowledge of:

- Principles and practices of identifying technology needs and issues, researching and evaluating technology, applications, and the most effective courses of action, and implementing solutions.
- Principles and practices used in the evaluation, installation, configuration, operation, troubleshooting, and maintenance of software, mobile, web-based applications, and other related technologies and equipment.
- Organization and management practices as applied to the development, analysis, and evaluation of programs and operational needs of the area of assignment.
- Strong understanding of data modeling and enterprise database concepts.
- ETL practices and processes; standards of application integration development and management.
- Principles and best practices of project management, as well as experience with simultaneously keeping multiple different initiatives on track, on time, and on budget.
- Recent and on-going developments, current literature, and sources of information related to the operations of the area of assignment.
- Best practices and procedures of information technology security.
- Concepts of the life cycle of application and software development.
- Structured systems analysis, design, integration, testing, implementation, documentation, and monitoring.
- The organization, operation, and functions of the department as necessary to assume assigned responsibilities and to determine appropriate point of escalation.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Principles and practices of contract evaluation.
- Principles of record-keeping.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Exceptional communication skills for interacting with internal business stakeholders and external parties; ability to succinctly explain technical concepts to non-technical users both respectfully and constructively.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

Ability to:

- Perform analyses of business applications requirements and needs; identify, evaluate, and solve systems problems; implement new or revised systems and procedures; provide technical advice and consultation, and ensure efficient business application utilization and process adoption.

- Perform a variety of technical support functions in the evaluation, installation, configuration, operation, troubleshooting, and maintenance of software, mobile, web-based applications, and other related technologies and equipment.
- Understand, interpret, and explain business application solutions to users in a way they can understand and respond to; research technical materials to deduce solutions to problems.
- Participate in design sessions and process improvement sessions to identify business and user needs and discuss application capabilities and modifications needed for workflow optimization.
- Develop and maintain technical operating instructions and documentation.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, rules, and regulations.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.