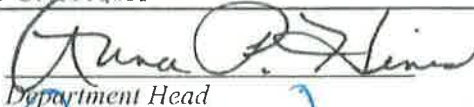
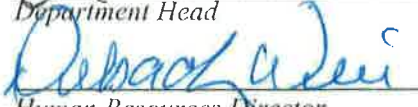


**DONA ANA COUNTY  
JOB DESCRIPTION**

<b>POSITION NUMBER</b>	<b>PAY GRADE:22</b>
<b>POSITION TITLE: IT APPLICATION SUPPORT COORDINATOR</b>	
<b>EMPLOYEE NAME:</b>	
<b>EMPLOYEE NUMBER</b>	
<b>DEPARTMENT: IT</b>	<b>FLSA:</b> <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt
<b>REPORTS TO: IT Infrastructure Manager</b>	<b>LEAD:</b> <input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
<b>BARGAINING UNIT: N/A</b>	<b>SUPERVISOR:</b> <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
<b>APPROVED:</b>  <i>Department Head</i>	<u>10-4-10</u> Date
 <i>Human Resources Director</i>	<u>10/5/10</u> Date

**I. PURPOSE SUMMARY.** Under general direction of the IT Infrastructure Manager, responsible for the overall first-line support of county business software applications including providing end user support for business software applications; performs and coordinates a variety of computer-related and administrative duties including software application administration, customer support in support of the department and the County. Provides leadership and direction through hands-on efforts in software support. Leverages and maximizes division resources to advance departmental goals and activities. Supervises others in the performance of these duties.

**II. ESSENTIAL DUTIES.**

1. Manage customer expectations, proactively works to resolve client issues and properly documents all significant project activities (workflows, applications setups, system configuration, table codes and training curriculum).
  - A. Ensure compliance with established county and IT standards. Responsible for knowing and abiding by all department and county policies and procedures.
2. Supports all county departmental software applications including but not limited to: Finance, Utilities, Sheriff, Clerks, and Treasurers. Supports software interface for VOIP phone system.
  - A. Manages all application training.
3. Create and modify database reports based on end-user requests.
5. Lead project teams and sub teams in project execution.
  - A. Work cross-functionally with Information Technology staff, partners, vendors, stakeholders, business partners, suppliers, and other teams to ensure successful completion of programs and projects.
  - B. Consolidate, communicate and alert project leaders and programmers on all issues and risks affecting the program and project.
6. Estimate, negotiate and obtain software and hardware resources to meet project requirements. Perform 24-hour on-call duty as required.

7. Support IT department in the following areas: procurement, contract support, budget management, payroll entry, department time keeping and software inventory.

**III. ADDITIONAL DUTIES.** Perform other job-related duties as assigned

**IV. QUALIFICATIONS.**

**A. Education.** Bachelor's degree in Computer Science or related field is highly desirable

**B. Experience.** Minimum of four (4) years experience in the following areas specific to the department assigned; software application support; project management, budget development, personnel management and IT compliance.

**C. Education/Experience substitution.** Relevant experience may substitute for an equivalent number of years relevant education on a year for year basis.

**D. Licenses/Certifications.**

**E. Other (e.g., post-offer medical exam, polygraph, background check, driver's license record, etc.).** NCIC and background check

**1. KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED BY THE POSITION:**

- Business application support experience
- General software design knowledge
- High-level database structure knowledge (understanding of database tables, fields, etc.)
- Business process flow chart expertise
- Demonstrated ability to design and lead training curriculum
- Ability to discuss complex software issues with programmers / database administrators
- Knowledge of Crystal Reports design and updates
- Skill in interacting with customers in a demanding environment
- Project management and communications skills
- Excellent customer service skills

**2. FREEDOM TO ACT.**

The supervisor outlines overall objectives and available resources. The employee and supervisor, in consultation, discuss timeframes and the scope of assignments. The employee determines the most appropriate principles, practices, and methods to apply, resolves most of the conflicts that arise, and keeps the supervisor informed of progress and of potentially controversial matters.

**3. GUIDELINES AND JUDGMENT.**

Guidelines are available but are not completely applicable to the work or have gaps in specificity. The employee uses judgment in interpreting and adapting guidelines, such as policies, regulations, precedents, and work directions for application to specific cases or problems. The employee analyzes results and recommends changes.

**4. PHYSICAL DEMANDS.**

While performing the duties of this job, the employee must be able to communicate effectively both orally and in writing. The employee must be able to operate general office and computer equipment, and must be able to move about the work environment. The employee will occasionally lift and move twenty-five (25) pounds. Specific vision requirements for this job are close and distance vision and the ability to adjust focus.

**5. WORK ENVIRONMENT.**

Essential duties are performed indoors under temperature-controlled conditions. The noise level in the work environment indoors is usually moderate outdoors may be loud.

**6. SUPERVISORY RESPONSIBILITY.**

The position plans overall work objectives and establishes priorities consistent with broad goals and objectives; develops, modifies and approves work methods or procedures; coordinates diverse work activities; allocates available resources consistent with the established budget; reviews operations to determine whether goals and objectives are being met; has full supervisory responsibilities including recommending hiring, firing, promotions and completing performance evaluations.

**V. EMPLOYEE ACKNOWLEDGEMENT:**

I have read my Job Description and understand my assigned responsibilities, and have been given a copy of this Job Description. I have also received a copy of the Personnel Policies and Procedures Handbook, and understand that I am responsible for reading and following all relevant policies and procedures outlined in it. I also certify by my signature below that I am able to perform the essential functions of this Job Description with or without reasonable accommodation.

Accepted by: \_\_\_\_\_  
*Employee* *Date*

Printed name: \_\_\_\_\_  
*Employee* *Date*