Don Barbee, Jr.

Clerk of Circuit Court & Comptroller - Hernando County
20 N. Main Street, Brooksville, FL 34601 - (352) 754-4201

JOB DESCRIPTION

JOB TITLE:	APPLICATIONS SUPPORT ADMINISTRATOR	**PAY GRADE:**	150
DEPARTMENT:	INFORMATION TECHNOLOGY	**SALARY RANGE:**	$38,000.00 - $53,200.00
SUPERVISOR:	DIRECTOR OF INFORMATION TECHNOLOGY	**REVISED:**	MAY 2018
		EXEMPT	

JOB SUMMARY:

This position operates as the Level II application support resource for interdepartmental applications. Ensures third-party application vendors resolve issues in a timely manner, in accordance with agreed upon Service Level Agreements (SLAs).

ESSENTIAL JOB DUTIES:

1. Provide Tier II support to resolve complex issues, documenting resolutions. Ability to prioritize and resolve complex and critical issues.

2. Evaluate and analyze Tier II reported issues. Identify and report third party system defects to vendors and/or developers.

3. Pursue and maintain in-depth knowledge of applications. Able to design, develop, or modify applications, algorithms, or rules via vendor tools or augmented tools developed in-house.

4. Design, build and maintain reports for purposes of providing data as needed for analysis and by management and vendors. Identify needs and write appropriate requests for ad-hoc reports.

5. Review and process public records requests requiring the involvement of IT.

6. Assist with maintaining internal systems configuration including functional access, security settings, workflow rules, custom object creation, reports, and dashboards.

7. Develop and maintain relationships with key personnel within vendor organizations.

8. Coordinate software deployments and documentation of enterprise vendor software. Function as a liaison between business and technical areas.

9. Coordinate end-user training related to third party applications.

10. Create, write, and/or improve software support documentation to facilitate troubleshooting and application support to exceed operational requirements.

11. Responsible for staying current with vendor offerings, updates, patches.

12. Provide services such as evaluating product roadmaps, product requirements gathering, interoperability

evaluation.

13. Provide on-going communication through team meetings/minutes/up-date memos to project team.

14. Perform a variety of tasks and assists with special projects as assigned.

15. Regular attendance and punctuality.

OTHER JOB DUTIES:

Perform other duties as assigned.

JOB STANDARDS:

Education and Experience Requirements:

High School Diploma or equivalent; two-year degree in related field preferred. Experience developing reports using Crystal Reports and/or SSRS and strong knowledge/experience working with relational databases and T-SQL scripts preferred.

Licenses/Certificates:

NA

EQUIPMENT USED:

Various computer equipment.

ESSENTIAL SKILLS & QUALIFICATIONS:

- Exceptional interpersonal skills; able to deal effectively with diverse personalities.

- Exceptional organizational skills, ability to manage projects and meet deadlines.

- Excellent research, analytical and problem-solving skills.

- Strong multi-tasking ability.

- Must possess good verbal and written communication skills.

- Skill in use of a variety of technological equipment.

- Ability to work without close supervision.

- Ability to work both independently and in a team environment, as well as in a high-pressure environment with changing priorities.

- Ability to prepare flowcharts, programming documentation and written operating instructions required for electronic computer operations.

- Ability to identify and define user task needs.

ESSENTIAL PHYSICAL SKILLS:

Constant:

Acceptable eyesight (with or without correction), acceptable hearing (with or without correction), ability to access, input and retrieve information from computer. Must be able to complete physical equipment installations and upgrades. Must be able to climb ladders when necessary to assist staff.

Frequent:

Ability to sit at a desk and view display screen for extended periods of time, ability to communicate orally, in order to answer the telephone. Ability to lift up to 45 lbs.

WORKING CONDITIONS:

Constant:

Office environment. Work closely with others.

Frequent:

Flexible hours as required.

Reasonable accommodation will be made for otherwise qualified individuals with a disability.

The Clerk of Circuit Court is an Equal Opportunity Employer.

Employment preference is given to applicants who do not use a tobacco product(s)

Complete on-line application via Hernando County Clerk of Circuit Court website, www.hernandoclerk.com, by selecting Administration, Human Resources, Job Applicant Center. If you have any questions or require assistance, please call 352-540-6208, Mon – Fri, 8:00 a.m. – 5:00 p.m.

If minimum typing speed is required and this information is not provided, you will not be considered for the position. You may take a typing test at www.typingtest.com, **print the results and attach to your on-line application.**