



Application Support Analyst

Category: Classified
Pay Grade: C25
Job Code: 20668

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

Performs specialized technical work ensuring accurate and timely technology support, incident, and problem resolution to internal and external customers of the Property Appraiser's Office; resolves complex and routine service requests relating to desktop and software problems and malfunctions; interacts and consults with users to manage customer satisfaction; provides guidance, assistance, and follow-up on user inquiries; assists in the implementation of desktop software; functions as a central, first-line phone triage person, coordinating user problem resolution and providing technical support for operations and communications system issues.

ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)

- Logs, triages, and responds to service requests in accordance with established procedures and guidelines;
- Monitors status of service requests, provides updates to customers, and alerts management, team members, and other IT groups when sensitive issues arise or a major problem is suspected;
- Responds to the diverse application software and desktop problems in order to minimize client downtime and productivity loss from technology malfunctions;
- Ensures that data pertaining to the status of service requests is entered into the tracking system accurately and promptly;
- Participates in the evaluation of new products and standards in partnership with IT and business users;
- Participates in testing client software upgrades, working with customers to document and recreate issues, and filling out vendor incident forms;
- Supports System Administrators as-needed in the administration of user IDs and application privileges, and provides guidance and consulting services in this area as-needed;
- Analyzes help desk calls and works with staff to find solutions to reoccurring incidents;
- Assists internal customers in use of CAMA software, Office365 software, and desktop applications and may assist with Window's operating system;
- Helps coordinate software installations and procedure changes and ensures proper staff training;
- Assists senior staff with performing basic operational tasks such as scheduling and monitoring jobs and downloading data from external sources and escalates failed jobs to development staff;
- Works with developers on critical problems, uses team members, peers, vendors, and other resources to resolve more complex problems as quickly as possible;
- Produces routine reports on trends in incident and problem calls to prevent future problems;
- Keeps abreast of the technical aspects of the IT environment in order to maintain a sufficient working knowledge of department-specific applications;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Five (5) years of experience in IT demonstrating competency in service desk, customer support, technical writing, computer applications troubleshooting, and quality assurance; or an Associate's degree or equivalent technical school plus three (3) years of experience as described above; or a Bachelor's degree plus one (1) year of experience as described above; or an equivalent combination of education, training, and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of various technology support tools (e.g. remote-control problem management/problem tracking).
- Skill in dealing with unstructured problems that affect efficiency and effectiveness of customers;
- Skill to establish and build relationships with internal and external customers, showing a high degree of cooperation and effectiveness in working with others;
- Ability to resolve level 1 and level 2 software and application problems, performing problem recognition, research, isolation, resolution, and follow up;
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists;
- Ability to document technical solutions in an office-wide knowledge base;
- Ability to work with minimal supervision in a team environment;
- Ability to project a positive attitude and dedication, with flexibility and consistency;
- Ability to establish and maintain a high level of customer trust and confidence in the service desk team's knowledge of and concern for customers' business needs;
- Ability to provide strong follow-up and organizational skills.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. Additionally, the following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Visual ability: sufficient to effectively operate office equipment including copier, computer, etc.; and to read and write reports, correspondence, instructions, etc.
- Hearing ability: sufficient to hold a conversation with other individuals both in person and over a telephone; and to hear recordings on transcription device.
- Speaking ability: sufficient to communicate effectively with other individuals in person and over a telephone.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.

WORKING CONDITIONS

Work is performed in a relatively safe, secure, and stable work environment.