APPLICATION SERVICES ADMINISTRATOR
Salary Range: 14 (Management Salary Schedule)

DEFINITION
Under general direction, to plan, organize, oversee and perform activities related to the development, implementation and utilization of software applications and database management systems; to perform highly technical and complex work on installing, managing, programming, tuning and securing software applications and database systems; to act as an advisor to the Information Technology Division and user departments in order to maintain existing and develop future software and database applications; to coordinate the work of subordinate staff as assigned; to provide direct administrative and technical support to division manager; to provide level 2 and level 3 help desk support activities; and to perform related work as assigned.

DISTINGUISHING CHARACTERISTICS
This is the lead supervisory level class with responsibility for supporting current and future software applications and database systems deployed by the City. The incumbent must exercise independent judgment and discretion in determining the optimum strategy for software application and data base development and in providing support to operating and user staff.

SUPERVISION EXERCISED AND RECEIVED
The incumbent receives general direction from the Information Technology Manager, and exercises general and direct supervision over assigned staff.

EXAMPLES OF DUTIES, KNOWLEDGE, AND ABILITIES
Duties may include, but are not limited to the following:
- Provides lead supervision to assigned staff including assigning, directing and evaluating work.
- Performs complex configuration, modification, testing, and implementation of vendor software; develops, coordinates and implements plans to test business and functional processes during system development and testing.
- Provides budget recommendations to division manager; assists in budget preparation and administration; prepares cost estimates for the division's budget; monitors and controls expenditures in assigned areas of responsibility.
- Assists with the installation of new and existing software; ensures training of staff in the use of new and existing software.
- Assists the division manager in the oversight and management of specific division programs.
- Conducts systems analysis; develops business and technical requirements; designs functional and technical specifications; writes source code; tests application. Assists in the

planning and coordination from legacy systems and the implementation of ongoing maintenance of new computer systems.

- Performs technical and functional troubleshooting and on-call support; installs and tests upgrades and system patches; tracks problems and requests for system enhancements and upgrades and resolve problems as they occur.
- Installs, configures, and maintains SQL server, including capacity planning, installation and configuration of SQL management tool and client uses
- Provides support for specific department applications; tests programs and applications from user's perspective.
- Acts as a technical resource for staff; identifies and suggests alternatives and recommends process changes through information systems; assists in identifying potential and required changes to business processes and/or procedures.
- Participates in defining requirements, development, design, and validation of new automated computer systems.
- Supports and performs conversion related activities.
- Develops custom reports.
- Creates and maintains users, user permissions, system privileges, passwords and other administrative tasks; monitors logs and files for evidence of problems and system issues; performs necessary backup/recovery activities at scheduled times.
- Provides a wide variety of technical user support for all assigned applications
- Serves as primary liaison between the City and software vendors; serves as primary point of contact for City staff for any assigned software projects
- Consults with end users and/or vendors to verify project objectives are meeting standards.
- Designs, writes, tests, and documents a variety of computer programs/report-writers using applicable programming languages.
- Participates in the design of all required system interfaces and reviews and monitors vendors' work.
- Provides for the security of enterprise applications and database systems.
- Prepares staff studies and recommendations as directed; provides general technical assistance to division manager.
- Prepares and/or develops comprehensive written reports; maintains complete files, records and documentation of work performed.
- Serves as liaison with other divisions, departments or program representatives; responds to inquiries from outside agencies regarding City activities.
- Develops and maintains technical expertise in assigned areas including awareness of current hardware, software, laws, regulations and rules.
- Attends meetings and may serve on various committees or boards relative to division activities.
- May coordinate programs which cross division or department lines.
- Performs related or other duties as assigned

EMPLOYMENT STANDARDS

Knowledge of:
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures
- Administrative principles and methods, including goal setting, program and budget development, implementation and control, personnel management and supervision
- Operational characteristics, services, and activities of an information technology program
- Microsoft Active Directory administration
- Computer hardware, software, major operating systems and data communications
- Principles and procedures of public safety environment application support
- Network and personal computer operations, terminals, printers, modems, and communications equipment; networks and network operating systems; network topologies and software
- Current computer industry technology, practices and trends, including system development and administration
- Principles and practices of systems analysis, programming, and technology infrastructure planning and development
- Principles and practices of project management
- Applicable Federal, State and local laws, ordinances, regulations, and guidelines relevant to assigned duties
- Occupational hazards and standard safety practices necessary in the area of computer operations
- Modern office practices, methods, and equipment, including personal computer hardware and software
- English usage, grammar, spelling, vocabulary, and punctuation
- Techniques for dealing effectively with the public, vendors, contractors and City staff, in person and over the telephone
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone

Ability to:
- Assist in the development and implementation of goals, objectives, practices, policies, procedures, and work standards
- Supervise, train, plan, organize, schedule, assign, review and evaluate the work of assigned staff to most effectively meet the needs of the City
- Install and perform routine maintenance on technical infrastructure
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures
- Participate in the preparation and administration of assigned budgets
- Analyze, design, program, install and maintain highly technical and complex systems

- Respond appropriately, effectively and promptly to the needs of internal and external customers using principles of good customer service
- Analyze, interpret, apply and enforce Federal, State and local policies, procedures, laws and regulations
- Understand, interpret, and successfully communicate both orally and in writing pertinent department policies and procedures
- Utilize discretion in the handling and disclosure of confidential information
- Prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials
- Learn the functions of various City departments and divisions
- Organize and prioritize work, and meet critical time deadlines
- Operate modern office equipment including computer equipment and software programs
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines
- Use English effectively to communicate in person, over the telephone and in writing
- Establish maintain, and foster effective working relationships with those contacted in the course of work
- Meet the physical requirements necessary to safely and effectively perform the assigned duties

Minimum Qualifications:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in MIS, business, management, or a closely related field, and six (6) years of experience with increasing responsibilities in performing technical support activities including one year of experience supervising technical staff preferably in a public agency. Additional experience may substitute for the education on a year for year basis.

A Microsoft Certified Systems Administrator (MCSA) or equivalent is highly desirable.

GENERAL QUALIFICATIONS

License Requirements:
A valid California Class C driver license or higher with a satisfactory driving record is required at the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

Physical Requirements:
The incumbent appointed to this class must be physically able to perform the duties of this position, including the mobility to work in a standard office setting and use standard office

equipment, including a computer; the ability to operate a motor vehicle and to visit various City sites and attend off-site meetings; vision to read printed materials and a computer screen; hearing and speech to communicate in person, before groups and over the telephone; finger dexterity to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment; ability to bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information; occasionally lift and carry computer and other equipment, reports and records that typically weigh less than 50 pounds; may move heavy and/or awkward objects to gain access to computer networks.

Working Conditions:
Incumbents work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances, and may interact with upset staff and/or public representatives in interpreting and enforcing departmental policies and procedures. Employees may be required to work on evenings, weekends and holidays, and participates in afterhours on-call assignments.

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This job specification should not be construed to imply that these requirements are the exclusive standards of the position. Not all duties are necessarily performed by each incumbent. Additionally, incumbents may be required to follow any other instructions and to perform any other related duties as may be required by their supervisor.