
Castro Valley Sanitary District

POLICIES AND PROCEDURES MANUAL

POLICY TITLE: Job Description – Application Specialist
POLICY NUMBER: 2400

2400.1 Definition. Coordinates and manages activities related to the support, deployment, configuration, and usage of departmental application systems of Castro Valley Sanitary District (CVSan). Assists with application system selection, implementation, project coordination, management of interfaces, application setup and configurations, business process reviews, and custom reporting. Provides expert troubleshooting, resolution, and reporting on business application issues.

2400.2 Supervision Received and Exercised. Administrative direction and supervision is given by the Administrative Supervisor. No direct supervision responsibilities. May provide oversight to office administrative support staff including interns and/or volunteers.

2400.3 Essential Job Functions:

2400.3.1 Work closely with department managers, and application users to document and/or design/redesign effective business processes and associated business applications, including projects that require effective implementation or reimplementation.

2400.3.2 Assist department subject-matter experts in the resolution of enterprise application software-related Help Desk requests.

2400.3.3 Make recommendations on improvements to business processes and applications, with the goal of delivering enhanced service and outcomes (e.g., faster permit processing times, automating current manual or inefficient processes, etc.)

2400.3.4 Manage software improvements for various departments. These activities include procurement recommendations (e.g., cost-benefit analyses, software configuration and implementation/re-implementation, etc.); collaboration in testing configurations with personnel of affected departments; communication with internal customers, network and server administrator, and vendors to ensure that applications systems are being utilized to their full potential.

2400.3.5 Provide project coordination and oversight of multiple applications system projects.

2400.3.6 Assist with research of applications software products and services and coordinate feasibility studies for applications, software, and system products under consideration for purchase, and provide findings.

2400.3.7 Develop and deploy standards, methodologies, and best practices for applications deployment, business process improvement, application interfaces, and report writing. Document procedures, applications interfaces, service-level agreements, and other methodologies related to applications systems.

2400.3.8 Collaborate in the testing of applications and communicate with network and server administrators, vendors, and software developers to ensure quality assurance and fulfillment of contractual obligations.

2400.3.9 Develop, implement, and disseminate information on best practices for information technology and applications support.

2400.3.10 Compile and maintain an inventory of all applications software and system assets and their corresponding contracts and agreements, documenting system configurations and change management.

2400.3.11 Coordinate training, including oversight of training materials and user procedures and training curriculum; facilitate training sessions as necessary. Develop and maintain user documentation, implementation, and maintenance plans.

2400.3.12 Oversee the maintenance, support, and upgrade of existing software applications and systems; coordinate and communicate upgrades, enhancements, and changes with vendors and internal customers.

2400.3.13 Assist in maintaining a secure information technology environment for software applications. Oversee application security administration, update processes and schedules, notifying users of any potential service interruptions, when required.

2400.3.14 Participate in integration, initialization, and interfacing between multiple systems, either through in-house or outsourced development, when required.

2400.3.15 Analyze technical literature for systems and provide explanations understandable to end-users, often in the form of user manuals or training materials.

2400.3.16 Be point of contact with CVSan IT Consultant.

2400.4 Essential Cognitive Job Functions:

2400.4.1 Ability to comprehend and follow instructions:

2400.4.1.1 Ability to maintain attention and concentration for necessary periods.

2400.4.1.2 Ability to understand written or oral instructions.

2400.4.1.3 Ability to do work requiring set limits, tolerances, or standards.

2400.4.2 Ability to perform simple and repetitive tasks:

2400.4.2.1 Ability to ask appropriate questions and request assistance.

2400.5.2.2 Ability to perform activities of a routine and applicable nature.

2400.4.2.3 Ability to remember locations and work procedures.

2400.4.3 Ability to maintain a work pace appropriate to a given workload:

2400.4.3.1 Ability to perform activities within a schedule, maintains regular attendance, and be punctual.

2400.4.3.2 Ability to complete a normal work day and/or work week and perform at a consistent pace.

2400.4.4 Ability to perform complex and varied tasks:

2400.4.4.1 Ability to synthesize, coordinate, and analyze data.

2400.4.4.2 Ability to perform jobs requiring precise attainment of limits, tolerances, or standards.

2400.4.4.3 Ability to perform a variety of duties, often changing from one task to another of a different nature without loss of efficiency or composure.

2400.4.5 Ability to relate to other people beyond giving and receiving instructions:

2400.4.1 Ability to get along with co-workers and peers.

2400.4.2 Ability to perform work activities requiring negotiating with, explaining, or persuading.

2400.4.3 Ability to respond appropriately to evaluation or criticism.

2400.4.6 Ability to influence people:

2400.4.6.1 Ability to convince or direct others.

2400.4.6.2 Ability to understand the meaning of words and to use them appropriately and effectively.

2400.4.6.3 Ability to interact appropriately with people.

2400.4.7 Ability to make generalizations, evaluations, or decisions without immediate supervision:

2400.4.7.1 Ability to recognize potential hazards and follow appropriate precautions.

2400.4.7.2 Ability to understand and remember detailed instructions.

2400.4.7.3 Ability to make independent decisions or judgments based on appropriate information.

2400.4.7.4 Ability to set realistic goals or make plans independently of others.

2400.4.8 Ability to accept and carry out responsibility for direction, control, and planning:

2400.4.8.1 Ability to set realistic goals or make plans independently of others.

2400.4.8.2 Ability to negotiate with, instruct, and supervise people.

2400.4.8.3 Ability to respond appropriately to changes in work conditions.

2400.5 Non-Essential Job Functions:

2400.5.1 Review invoices, account codes or funding information, and prepare checks for CVSan Board approval.

2400.5.2 Perform bookkeeping functions for CVSan.

2400.5.3 Monitor internal accounting controls and review the expenses and revenues for conformance with approved budgets.

2400.5.4 Oversee the maintenance of tax roll information and prepare manual billings as required.

2400.5.5 Represent CVSan in meetings with governmental agencies, vendors, business and professional organizations, and the public.

2400.5.6 Coordinate the Other Post-Employment Benefits (OPEB) Governmental Accounting Standards Board (GASB) Statements.

2400.5.7 Perform external reporting as needed such as IRS, State and CalPERS.

2400.5.8 Implement software changes and updates as needed.

2400.5.9 Prepare agendas and related materials for and attend finance committee meetings.

2400.5.10 Attend meetings and take minutes.

2400.5.11 Lead Board and public meetings as needed.

2400.6 Qualifications. Knowledge of:

2400.6.1 Windows operating systems and applications, including MS Office, MS SQL, Outlook, and other application software

2400.6.2 Government business processes and the systems that support them; agency business systems are not limited to: Financials/Payroll, time keeping, human resources, payroll, asset management systems, inventory, and database systems for program management

2400.6.3 Current technology goals, objectives, and technological trends

2400.6.4 Database knowledge, including a working understanding of MS SQL, SQL queries, report writing, application interfaces, and data import/export methodologies

2400.6.5 Principles of project management, including training and vendor management.

2400.6.6 Office procedures, methods, and equipment, including computers and applicable software applications such as word processing, spreadsheets, and databases

2400.6.7 Principles and practices of application system development, evolution, and product life cycles, including sustainability planning for application systems

2400.7 Skill to:

2400.7.1 Understand, plan, and coordinate business applications systems implementations and upgrades.

2400.7.2 Gather and document business requirements and processes.

2400.7.3 Communicate ideas, directions, and requirements clearly and concisely, both orally and in writing.

2400.7.4 Understand and communicate ideas in a technical, but user-friendly language.

2400.7.5 Perform duties appropriate to classified system privileges. Maintain professional handling of and protection of confidential and secure information.

2400.7.6 Commit to the highest standards of moral and business ethics, including organizational values.

2400.7.7 Work in a team environment, understanding the customer service and supplier model and how it is used in an internal support environment.

2400.7.8 Prepare clear and concise reports, including metrics, service-level agreement summaries, test plans, cases, and test scripts.

2400.7.9 Assist in creating agency policies and procedures.

2400.7.10 Manage projects in a timely manner.

2400.7.11 Work with information system users under challenging conditions and short deadlines.

2400.7.12 Set priorities based on value to CVSan.

2400.7.13 Operate office equipment, including computers and related word processing, presentation, spreadsheet, and database applications.

2400.7.14 Foster communications between the user community, contractors, and management.

2400.8 Education and Experience. Any combination of education and experience that would likely provide the required knowledge and abilities qualifies a candidate for the position. Typical education, training, and experience may include: Bachelor's degree from an accredited college

or university, with major course work in computer science, information technology, business administration, etc.; three years as a business or systems analyst, supporting a broad range of local government agency departmental application systems, including business process improvement, and applications administration, implementation, and upgrades; five years of general IT support or IT analysis (or similar) for a small to medium-sized organization supporting similar applications, and one-to-three years in coordination and/or project management of applications implementation or upgrades.

2400.9 Interpersonal Effectiveness. Ability to work effectively in a team-based organization focused on continuous improvement; establish and maintain a positive customer service attitude and effective working relationships with customers; demonstration of strong two-way communication skills, including the ability to listen, explain, and facilitate, ability to ask for input, offer help without being asked; accept suggestions, work with others to solve problems, and provide recognition and encouragement.

2400.10 License and Certification. Must possess a valid California Class C driver's license and have a satisfactory driving record. Must possess or obtain Cardiopulmonary Resuscitation, AED, and First Aid certificates within a time period specified by CVSan.

2400.11 Other Requirements. Willingness and ability to work scheduled and additional hours as needed; attend meetings, workshops, and seminars during work and non-work hours as assigned.

2400.12 Physical Requirements. Be able to possess mobility to work in a standard office setting and to operate standard office equipment, including a computer and calculator; interpret printed materials and a computer screen; communicate with people in person and over the telephone. Maintain static postures for extended periods of time, frequent repetitive use of hands and arms including grasping; occasionally bend, stoop, stretch and reach; have strength and stamina to safely transport up to fifty (50) pounds.

2400.13 Work Environment. Indoors in a climate controlled office environment working around computer monitors; works around others, works alone, or works with others. May rarely work outdoors.

This description reflects CVSan's assignment of essential functions, it does not proscribe or restrict the tasks that may be assigned.

Employee Signature

Date

Employer Signature

***** END OF POLICY *****