VALLECITOS WATER DISTRICT
APPLICATIONS SPECIALIST I/II

DEFINITION

Under general supervision, performs a variety of professional level information systems work including analyzing business processes and identifying user needs; designing, coding, installing, and testing of software applications and interfaces; performing database maintenance; and related duties as required.

CLASS CHARACTERISTICS

Applications Specialist I is the entry level position in this series, performing routine programming and project planning in support of District software applications.

Applications Specialist II is the experienced level non-supervisory class, responsible for the maintenance, support, and integration of District software applications, including financial, human resources, payroll, billing, and computer maintenance management systems. It is distinguished from the Information Technology Supervisor, which oversees all functions of the department.

ESSENTIAL FUNCTIONS

Essential functions include, but are not limited to, the following:

- Participates in developing long-term plans, goals, and objectives to achieve District and department technology and business priorities; provides input for the annual budget; develops and recommends policies, systems, and procedures applicable to areas of assigned responsibilities;
- Maintains and provides support for District business systems, including financial systems, human resources systems, computer maintenance management systems, billing systems, and other computer applications used to assist District personnel;
- Maintains, optimizes, enhances, and administers business systems; supports business systems applications; coding and scripting routines for business systems applications; tests and evaluates business systems functionality;
- Interviews users and analyzes & documents business processes and system requirements; recommends work process and/or operating changes to complement system functionalities; consults with managers on system and technology alternatives capable of addressing and resolving business needs; works directly with internal staff and vendors to coordinate technological integration between software and database systems;
- Consults with managers and users to determine reporting needs and develops end user reports querying data from business systems;
- Maintains, optimizes, enhances, and administers District’s database management systems; supports database applications; coding and scripting routines for database systems.
applications; develops procedures to ensure optimum stability, integrity, access, and response of the business systems applications;

▪ Creates application and database test environments and performs application software upgrades and conversions; plans and prepares integration of new and upgraded technology; installs, updates, maintains, configures, tests, and secures software, peripherals and related equipment;

▪ Writes program code, using appropriate software development tools and programming languages; tests and installs fixes to correct errors and optimize program performance;

▪ Trains users on business systems and interfaces; provides user support, develops user program and interface documentation;

▪ Participates in maintaining the District’s web-based systems; supports web-based applications; coding and scripting routines for web-based applications;

▪ Operates copiers and a variety of office equipment;

▪ Performs duties in a professional manner and works well with others or in a team setting;

▪ Establish and maintain cooperative working relationships with co-workers, outside agencies, and the public;

▪ Regular attendance and adherence to prescribed work schedule to conduct job responsibilities; may work outside of regular work hours as necessary, including weekends for system maintenance or emergency situations;

▪ Observes safe work practices and safety methods; performs other duties as assigned.

QUALIFICATIONS GUIDELINES

Knowledge, Skills, and Abilities

Knowledge of:

▪ Principles and methods of system analysis, including business processes, methods and database administration;

▪ Coding and scripting routines for business systems applications, including SQL database design, theory and methods;

▪ Javascript and SQL programming; scripting; XML; SSRS;

▪ Financial, Payroll and HR software applications;

▪ Customer Service and billing applications;


Ability to:

▪ Understand and apply the analysis of functional requirements to the development of systems proposals, program enhancements and recommendations to improve business systems;

▪ Read, interpret, explain and apply technical information on business processes, software and hardware for technical and non-technical users;

▪ Analyze user interviews to develop strategies and recommendations for improved system processes; clearly report findings and suggestions to management;

▪ Develop improved processes and procedures related to data management systems and business systems applications; create and test changes within the applications; manage upgrades for minimal disruption of business;

▪ Meet deadlines and handle multiple projects and priorities with minimal supervision to ensure timely, high quality results; evaluate alternatives and make independent decisions within established guidelines;

▪ Communicate clearly and effectively to diverse audiences of technical and non-technical staff orally and in writing.
Education & Experience

Any combination of education or experience that would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain these knowledge and abilities would be: four-year college or university degree with a major in computer science, business information systems or a closely related field; and;

- Applications Specialist I: one year of professional level experience in business systems development and programming.
- Applications Specialist II: three years of progressively responsible, professional experience in business systems development and programming.

Licenses, Certificates, and Special Requirements

- Microsoft certification, preferably SQL, desired.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Employees may be required to wear and/or use personal protective and other safety equipment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands and fingers to grasp and feel; reach with hands and arms; talk and hear. The employee must occasionally stand or walk. The employee must occasionally lift and/or move up to 25 pounds. Intermittent stooping, kneeling, or crouching. Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

Environment: Office environment. Frequently works in or around areas with minor amounts of dust. Some work done on ladders up to 4 feet above ground. Noise level is usually quiet.

I have reviewed this Job Description with my Supervisor and agree with its contents.

____________________________________________________________________
Employee Signature                                      Date
____________________________________________________________________
Supervisor Signature                                    Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.