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Posted: December 6, 2018  
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## Job Specifications

### Application Support Administrator

**Date:** December 2018

**Division/Department:** Administration/Information Technology Department

**Reports To:** Information Technology Department Manager

**Type of Position:**  Full-time  Part-time

**Hours:** 40/week

**Status:**  Exempt  Nonexempt

### General Statement

Under general supervision, this position is responsible for working with multiple teams to design, develop, extend, and maintain Northern Water's enterprise applications such as our Document Management System, Asset Management, ERP, SharePoint, intranet and extranet websites.

### Job Duties

- Works with internal staff and vendors to analyze current operational procedures as they impact the supported applications, identify and escalate issues and create effective solutions.
- Monitors the status and assists with the configuration, installation, maintenance, and support for all Northern Water enterprise systems.
- Translates business requirements into specific designs and participate in the design, evaluation, and selection of IT solutions for specific projects.
- Ensures the functionality and integrity of applications by developing test scripts, performing unit and system testing, and troubleshooting to identify and resolve issues.
- Responsible for the application security process, user setup, role privilege definition, assignment and security permissions.
- Supports business continuity and disaster recovery plans, maintain current knowledge of plan executables and respond to crises in accordance with each applicable plan.
- Designs, develops and maintains SharePoint intranet and extranet sites. Assist in managing several large site collections including storage levels, content, tools, workflows and user permissions including all sub-sites of an existing enterprise intranet.
- Integrates data from various back-end services, APIs, and databases.
- Provides support for various off-the-shelf, customized applications, and enterprise-wide systems.
- Other duties as assigned.

### Training Experience and Education Requirements

#### *Experience Required*

- Three or more years' experience functioning as an application support specialist overseeing off-the-shelf and custom applications. Experience with Application Support for Enterprise systems required.

*Education Required*

- Bachelor's Degree in Computer Science or related field, or Associate Degree with 3 or more years of application support experience.

**Knowledge, Skills, and Abilities***Knowledge:*

- Extensive Software Development experience with Microsoft SharePoint
- Working knowledge of Crystal Reports, workflows, and Business Intelligence analytical tools
- Office 365
- API integration

*Skills:*

- Experience in ERP, Document Management and Asset Management Systems preferred with Infor, OpenText, and Maintenance Connection
- Web programming experience interfacing with Content Managing Systems (i.e., Sitefinity)
- Experience with HTML5, JavaScript, T-SQL, REST Web Services utilizing JSON and XML
- Experienced with MS-SQL
- Understanding of Cloud development (Azure, AWS)
- Strong interpersonal, analytical and communication skills
- Technical aptitude to implement, train, support and integrate various software applications and technologies

*Abilities:*

- Organize work to achieve specific project requirements;
- Strong interpersonal, analytical and communication skills Establish and maintain effective working relationships with other departments, and employees
- Work within a team environment with limited supervision
- Communicate effectively both orally and in writing
- Identify critical issues, develop action plans, maintain project schedules, manage resources, coordinate in-depth analysis, and deliver quality solutions on time and within budget
- Analyze complex administrative processes and computer systems, identify problems, develop logical conclusions, and implement effective solutions
- Design, program, install, and maintain applications using different programming languages and operating systems

**Physical Requirements**

- Occasional physical activity is required, including walking, bending, stooping or climbing stairs during site visits or equipment inspections.
- Requires prolonged sitting and sustained operation of keyboard devices.
- Must be able to meet the physical requirements of a post-job offer physical examination.

Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions.

**Other Requirements**

- Maintains a personal appearance appropriate for job position and image of Northern Water.

**This job description in no way states or implies that these are the only duties to be performed by this employee.**

**Northern Water is an equal employment opportunity employer.**