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Job Specifications

Application Support Specialist

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

This position is responsible for working with multiple teams to maintain Northern Water's enterprise applications such as our Document Management System, Asset Management, Enterprise Resource Planning (ERP), Data Management System, and SharePoint. This position is responsible for installing, configuring, upgrading, user security, monitoring, cross-application integrations, and keeping enterprise applications up and running. This position is not responsible for server or workstation operational systems.

Job Duties

- Provides support (e.g., configuration, installation, maintenance) for various off-the-shelf enterprise-wide applications.
- Ensures the functionality and integrity of applications by developing test scripts, performing unit and system testing, and troubleshooting to identify and resolve issues.
- Monitors the status of Northern Water enterprise applications.
- Responsible for the application security process, user setup, role privilege definition, assignment and security permissions.
- Translates business requirements into specific designs and participate in the design, evaluation, and selection of IT solutions for specific projects.
- 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.
- Integrates data from various applications via workflows, web services, APIs, and SQL scripts.
- 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 enterprise applications. Experience must be with enterprise Application such as ERP's, Document Management and Asset Management Systems preferred with Infor, OpenText, and Maintenance Connection.

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:

- Working knowledge of Crystal Reports, workflows, and Business Intelligence analytical tools.
- Demonstrated experience in process automation, identification of best practices, technology efficiency, and effectiveness.
- Working knowledge of Microsoft SharePoint.
- Working knowledge of API integration.
- Working knowledge of Web Services.

Skills:

- Experience with Python, PowerShell, SOAP, WSDL, REST, JSON, XML, and jQuery.
- Experienced with MS-SQL, TSQL, and Stored Procedures.
- 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 and independently with limited supervision.
- Communicate effectively both orally and in writing.
- Identify critical issues, develop action plans, maintain project schedules, 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

- Valid driver's license.
- 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.