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**Posted:** 6/22/2026  
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## Application Support Specialist

Division/Department: Finance and Administration/Information Technology  
Reports to: Information Technology Department Manager  
Location: Berthoud, CO  
Type of Position: Full-time  
Status: Non-exempt  
Salary Range: \$38.71-\$44.70

### GENERAL STATEMENT

The Application Support Specialist is responsible for the administration, support, optimization, and integration of Northern Water's business applications portfolio. This role serves as a key liaison between business units, IT, and vendors to ensure applications are secure, reliable, and aligned with organizational needs. The position supports enterprise platforms, including Microsoft 365 (SharePoint, Power Platform) and Dynamics 365, as well as off-the-shelf applications such as NetDocuments (OpenText) eDocs, Kofax, and Accruent Maintenance Connection. The role also contributes to application lifecycle management, process automation, integrations, and continuous improvement initiatives.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Administer, configure, maintain, and support enterprise and SaaS applications across the organization.
- Monitor system health, performance, and availability; proactively identify and resolve issues.
- Manage application updates, patches, and releases in coordination with vendors and IT change management processes.
- Provide Tier 2/3 support for application-related incidents and service requests through the ITSM platform.
- Troubleshoot complex issues, perform root cause analysis, and document resolutions.
- Develop and maintain knowledge base articles, user guides, and training materials.
- Deliver end-user training and promote adoption of enterprise tools.
- Support data governance, compliance, and audit requirements (including PII and records management considerations).
- Design, build, and maintain integrations between systems using APIs, connectors, and middleware tools.
- Work with business stakeholders to gather and translate requirements into technical solutions.
- Participate in process improvement initiatives, including "As-Is" and "To-Be" analysis.
- Support the evaluation, selection, and implementation of new software solutions.
- Maintain system documentation, including configurations, integrations, and process diagrams.
- Ensure adherence to IT standards, governance frameworks, and change control procedures.

- Review and assess new software/hardware requests for alignment with IT strategy, security, and interoperability.
- Collaborate with Enterprise Application Administrator and IT leadership to ensure integration initiatives align with architecture standards.

### **OTHER DUTIES AND RESPONSIBILITIES**

- Other duties as assigned.

### **EDUCATION AND EXPERIENCE REQUIREMENTS**

#### **Education**

- Bachelor's or Associate's degree in Computer Science, Information Systems, or related field **OR** equivalent combination of education and relevant experience.

#### **Experience**

- Minimum of **3–5 years of experience** supporting enterprise applications.
- Demonstrated experience with Enterprise Applications such as:
  - Microsoft 365 ecosystem (SharePoint Online, Power Platform)
  - CRM systems (Dynamics 365 or similar)
  - Document management systems
  - SaaS application administration
- Experience supporting integrations and business process automation is strongly preferred.

### **LICENSE, CERTIFICATE AND CREDENTIAL REQUIREMENTS**

- Valid driver's license required.
- Preferred certifications (not required but highly desirable):
  - Microsoft Power Platform Fundamentals / Associate
  - Microsoft 365 Certified (SharePoint, Teams, or Administrator tracks)
  - ITIL Foundation or similar service management certification

### **KNOWLEDGE, SKILLS AND ABILITIES**

#### **Knowledge**

- Required
  - Enterprise application support and SaaS delivery models
  - IT service management (incident, problem, and change management)
  - Systems integration (APIs, web services, connectors)
  - Relational databases (SQL Server fundamentals)
  - Application lifecycle management and release processes
  - Principles of Windows Servers and Workstations.
- Preferred
  - Microsoft SharePoint Online and Microsoft 365 ecosystem
  - Power Platform (Power Automate, Power Apps, Power BI, Power Pages)
  - Enterprise applications – Dynamics 365 CRM, Infor, Maintenance Connection, OpenText, Kofax, and LMS365.
  - Cloud platforms (Azure fundamentals)

#### **Skills**

- Strong troubleshooting and analytical problem-solving skills
- Ability to manage multiple applications and priorities simultaneously
- Experience designing automation workflows and improving business processes
- Effective communication with both technical and non-technical stakeholders
- Documentation and technical writing proficiency

### Abilities

- Work independently and collaboratively in a team environment
- Translate business requirements into technical solutions
- Manage competing priorities in a fast-paced environment
- Build strong relationships with users, vendors, and cross-functional teams
- Respond effectively to incidents and high-impact issues

### PHYSICAL REQUIREMENTS

- Occasional physical activity, including walking, bending, stooping, or climbing stairs during site visits or equipment inspections, is required.
- 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 of the job.

### OTHER REQUIREMENTS

- Maintains a personal appearance appropriate for the job position and the 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 provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, marital status, sexual orientation, gender identity, national origin, disability, genetics, veteran status or other legally protected characteristics. Northern Water complies with applicable state and local laws governing nondiscrimination in employment in every location in which the company has facilities. Northern Water also prohibits any form of workplace harassment in accordance with these laws. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.**