

**Applications Support Specialist**

Issued 1/1/04

Application Specialist I	PN503	Salary Sch: IP, SG 9	EEO Code: 50	FLSA: non-exempt
Application Specialist II	PN504	Salary Sch: IP, SG 10	EEO Code: 50	FLSA: non-exempt
Application Specialist - Senior	PN312	Salary Sch: IP, SG 11	EEO Code: 50	FLSA: non-exempt
Application Specialist - Lead	PN313	Salary Sch: IP, SG 12	EEO Code: 50	FLSA: non-exempt
Union: P&A Union, Local 1979, UAW				

**Basic Purpose:**

Positions in the Applications Support Specialist job family are responsible for providing specialized support to meet the information and computing needs of an assigned school, college, or department. Incumbents modify program applications, generate standard and specialized reports, and maintain specific databases for their assigned applications along with providing general support on IT issues. This requires a basic knowledge of common technologies (e.g. desktop applications and software) and specialized knowledge of specific applications used by their customers. The focus of work is on the accurate and timely completion of assigned tasks to meet customer information needs.

**Essential Functions:**

The functions within the job family will vary by level and specific assignment but will include the following:

- Plan, develop, and implement customer applications or enhancements including researching and analyzing customer needs, modifying existing programs, assisting in the conversion of operating systems, and preparing appropriate documentation in accordance with established methods and procedures;
- Establish and maintain data tables; update and interpret data for use in report generation; ensure the accuracy and integrity of data used by customers;
- Extract data from centralized applications and download information from a variety of sources including the internet for analysis and report preparation;
- Collaborate with IT specialists, administrators, and unit heads to identify information needs and determine appropriate applications to support those needs; write and modify existing programs for input and retrieval of data;
- Provide first-tier support for assigned area by responding to questions regarding desktop applications and common network and hardware issues; resolve the majority of problems or coordinate the solution with technical staff;
- Provide specialized training for assigned area on common desktop applications and/or specific applications that are unique to the area; assist in the development and maintenance of training materials;
- May serve as a system administrator for a small Local Area Network or as a backup for the system administrator for the area; and
- Assist in special projects relating to the conversion of applications or technology; coordinate work with IT professionals responsible for the project.

### **Comments (Level Descriptions):**

The Applications Support Specialist job family has four levels:

#### ***Application Specialist I***

This is the *proficiency* level where incumbents provide basic support for their assigned area. Incumbents are knowledgeable in common desktop applications and help their customers use those tools to their best advantage. They are able to assist in designing complex spreadsheet applications with macros and/or internal database references. Incumbents may also be the internal resource on a specific application for the area with responsibility for maintaining databases, updating tables, and generating standard and common reports using system report-writer capabilities. This may be a career level in a small school, college, or department where information needs are very basic. In other cases, incumbents may be increasing their knowledge of specialized applications and data analysis in preparation for qualification at the next level of this family.

#### ***Application Specialist II***

This is the *career* level where incumbents work independently on various assignments and projects to support customers in their assigned area. Incumbents have expertise in desktop software for analysis and reporting (e.g. spreadsheet and/or database applications) and are able to use those tools to design specialized applications for their customers. They are able to provide first-tier support and training for their assigned area with outside technical assistance required for only the most complex and unusual situations. Incumbents are also knowledgeable in one or more specialized applications used in their assigned area (e.g. databases, interfaces) and are the key resource in the area on technical issues, report generation, and analytical data. They are often the person responsible for maintaining the accuracy and integrity of complex databases used by their customers and are able to design specialized reports or downloads of data for analysis.

#### ***Application Specialist - Senior***

This is the *specialist* level where incumbents provide highly specialized support for complex and specialized applications used by their assigned customers. Incumbents collect information from a variety of sources including their assigned system, centralized applications, and the internet, and organize that information into reports for review by administrators or customers. They are also a key resource for their area in determining IT needs for the future and provide detailed information on applications and/or software under consideration. Incumbents at this level may also serve as a part-time system administrator for their area's LAN, answering inquiries, resolving problems, and providing technical and functional assistance for their customers. Incumbents at this level often provide work direction for a small group (less than 5) of technical staff which may include outside contractors and/or students.

#### ***Application Specialist - Lead***

This is the *leadership* level where incumbents are responsible for providing functional direction and leadership for a small group (less than 5) of technical staff including technicians, support, and students. Incumbents are responsible for identifying and ensuring that the appropriate IT services are provided for their area including reviewing products, meeting with vendors, and making recommendations to customer management. They are responsible for monitoring and allocating established budgets for computer equipment and software. Additionally, incumbents have extensive knowledge in specialized systems for their area and are able to create programs and modify applications as necessary to meet business needs. They are the key resource for centralized IT staff in conversions and implementation of new University-wide systems and often provide project leadership for these projects for their assigned area.

### **Minimum Qualifications:**

- Basic knowledge and experience with computer systems, applications programming, and report generation;
- Knowledge of the basic business practices and information requirements of assigned area;
- Skill in solving problems and generating and analyzing data; and
- Ability to work effectively with technical and non-technical staff to interpret issues and translate them into workable solutions;
- Proficiency in the use of common desktop software and applications programming languages typically acquired through formal education or equivalent experience in computer science; and
- Demonstrated ability to understand specialized application requirements, maintain accurate and complete records, and generate standard and special reports from specialized databases.