

## **APPLICATIONS SUPPORT ANALYST**

### **DEFINITION**

Under general supervision provides administrative support of division duties, maintains documentation for assets, develops and administers the information technology budget, purchasing and accounting functions, builds and maintains vendor relationships for technology purchases, coordinates mobile device purchases and provides support to users for associated equipment, manages projects; assists with software application administration and support tasks, trains employees in the operation of mobile communication equipment, manages and supports information technology projects, and performs related work as required.

### **EXAMPLES OF DUTIES**

Coordinates purchasing of technology equipment for all departments, works with Accounting division to process invoices for technology purchases, manages relationships with cellular vendors for mobile device and service plan purchases, billing, and support, manages software licensing compliance and documentation, provides assistance with user account administration for various software applications, provides training for mobile computer and cellular equipment and software applications. Assists in budget development, implementation, coordination, revision, review, evaluation and monitoring; research, compile and analyze financial and other data; prepare recommendations for budget requests. Manages and provides management support for information technology projects such as migration to new applications.

### **MINIMUM QUALIFICATIONS**

**Knowledge of:** General information technology principles and practices, PC hardware, Microsoft client operating system and Office software, cellular and mobile device functionality, general budgeting and accounting practices, general project management practices, public administration and organizational development; and basic principles of governmental functions and practices.

**Ability to:** Communicate well with others, both orally and in writing; organize and manage large pools of information; coordinate the efforts of customers in the use of technology in accordance with set guidelines; operate PC and mobile device hardware; write and present reports and recommendations; compose and maintain complicated Microsoft Office documents; demonstrate competency in research and analysis, decision making, and management skills; identify problems and recommend effective solutions; interact positively and cooperate with co-workers, respond politely to customers, work as a team member, function under demanding time pressure, respond in a positive manner to supervision, and attend work and perform duties on a regular and consistent basis.

**Experience:** Five years of progressively responsible work experience with an emphasis on customer service and administrative functions, including budgeting, purchasing, accounting, and

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user training. Specialization in information technology and/or electronic data processing is desirable. Municipal government agency experience is desirable.

**Education:** Graduation from high school or equivalent. Associates or Bachelor's degree is desirable.

**License:** Possession of a valid Class C California Driver License.

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