

POSITION DESCRIPTION**IE-20****Town of Needham****Applications Administrator****10/2016**

Under the general direction of the Director of Management Information Systems, assists and coordinates the analysis, evaluation, development, testing and implementation of complex computer software applications and services, and related hardware for various Town departments. The Applications Administrator also supports and coordinates municipal network/desktop systems to meet the present and future needs of the Town of Needham. Works with system users to analyze needs and makes recommendations for improving applications. Provide responsible and complex administrative support to the Director of Management Information Systems.

Duties:

Provides support and direction within the financial system applications; serves as the Information Technology Center primary contact to all Town departments for financial systems operational and technical issues.

Applications Administrator maintains the security for the financial system applications. The Applications Administrator works on technical projects requiring a degree of professional judgment and conceptual thinking within the financial application system. Create custom financial system application queries and exports for client departments. Assist in transfer of data and information.

Assume responsibility for the analysis, evaluation, development, testing and implementation of complex computer software applications for Town operations primarily administration, finance, and communications functions. Develop project time lines and identify project tasks and procedures.

Provide technical direction, problem solving, trouble shooting, and assistance for application users, primarily administration, financial and communications systems, but not exclusively; participates in the development and updating of Town wide technical processes as it relates to the financial system application.

Communicate with outside vendors regarding programming issues and upgrades of software applications and operating systems. Primary interface to the financial system application vendor on matters pertaining to programming issues, system upgrades, bug fixes, system patches and error reports. Schedules and coordinates the installation, maintenance, and software upgrade of the financial system application's hardware operating system

Conduct diagnostic investigations of program errors and implement or recommend solutions or methodologies for resolution.

Provide technical and back up assistance to the Network Manager for resolving network problems for Town departments; provides assistance to the Network Manager to install, configure, and maintain all desktops and laptops; resolve user questions and solve user software and hardware problems; provide software and hardware support for desktops, laptops, and peripherals; assist in preventive maintenance of desktops, laptops, and peripherals.

Coordinate and assist user group education, training, and problem solving sessions related to assigned project.

Attend and participate in professional group meetings. Stay abreast of new trends and innovations in the field of information systems.

May be required to provide 24 hours, 7 days a week on-call support.

Cross train in other areas to gain a better understanding of the technical functions performed.

Perform other duties and responsibilities as required.

Basic Knowledge:

Position requires comprehensive knowledge of relational database management, system reporting, and network integration. Knowledge of operating systems and hardware for a wide range of computer operating systems and software applications including but not limited to Intel based and IBM based information systems. Position requires knowledge equivalent to a Bachelor's Degree in computer science or a related field.

Experience:

Duties require a minimum of five (5) to seven (7) years of work experience in financial applications including end user support and database programming. Prior knowledge within municipal or state financial systems is preferred.

Independent Action:

Under general supervision, incumbent functions independently within the broad scope of department policies and practices, frequently making and implementing decisions about program changes, referring specific problems to the Director of Management Information Systems.

Supervisory Responsibility:

Incumbent provides functional supervision to the Computer Operator.

Physical and Environmental Standards:

- Light lifting and carrying of work materials, including files, microcomputers and peripheral equipment.
- Possession of valid motor vehicle operator's license is required.
- Some travel by private car within Town and to neighboring towns.
- Normal office environment, not subject to extremes in temperatures, noise, odors, etc.
- Regular interruptions to assist customers.

- May spend extended periods at terminal, on telephone, or operating other office machines, requiring eye-hand coordination and finger dexterity.
- Subject to regular interruptions to handle emergency situations
- Work sometimes requires bending, pulling cables and wires, using hand and power tools and working in awkward positions.
- Ability to lift and move, with or without assistance, equipment weighing up to 50 pounds and to accurately discern colors.
- May require occasional off-hour work and on-call status.