



Salt Lake County Job Description

Assistant Application Support Manager

DEPARTMENT: Library Services

DIVISION: Library/2150

JOB CODE: 122 **GRADE:** 15

FLSA STATUS: Exempt

SALARY PLAN: TRD

EFFECTIVE DATE: 01/16/2017

SAFETY SENSITIVE: No

JOB SUMMARY

Assists the Application Support Manager in deploying, configuring and maintaining the Library's software applications as assigned. Acts as the primary support person on certain applications as assigned by the Application Support Manager.

MINIMUM QUALIFICATIONS

Bachelor's degree from an accredited college or university in Computer Science, Information Technology, or other closely related field, plus one (1) year of related experience; OR an equivalent combination of related education and experience.

Experience in library software administration and Polaris ILS is preferred.

ESSENTIAL FUNCTIONS

The following duties and responsibilities are intended to be representative of the work performed by the incumbent(s) in this position and are not all-inclusive. The omission of specific duties and responsibilities will not preclude it from the position.

Applicants must be prepared to demonstrate the ability to perform the essential functions of the job with or without a reasonable accommodation.

- Administers library's ILS and other applications as assigned by the Application Support Manager.
- Assists plan, setup and configure application modules, user provisioning, report design, upgrades and other daily operations and regular maintenance of the applications and associated sub-systems.
- Solves complex issues with the library's core applications; this may include troubleshooting, collaboration with internal teams and project management.
- Integrates and operates application interfaces associated with the Integrated Library System.
- Develops documentation and procedures for support and/or training of new applications and technology products as required.
- Helps develop the annual application support budget, participate in the writing and evaluation of RFP and bids as directed.
- Plans, designs, and participates in the implementation of complex IT systems.
- Collaborates with Web and IS team members to solve complex procedural, operational and technical problems.
- Articulates technical information and provide it to management and internal teams.
- Researches and develops standards, proposals, and processes to prompt efficient use and increase productivity of applications in use by the library.

- Assists in the Management of application support staff.
- Provides support to internal teams, management, and vendors in identifying application needs and system requirements.
- Maintains documentation of all assigned applications, processes, procedures related to areas of responsibility.

KNOWLEDGE, SKILLS AND ABILITIES (KSA)

Knowledge of:

- Library and information technology management trends, techniques and best practices
- General business hardware and software systems, database, data management, information applications, reports and functions
- Business processes, improvements, and methods using technological applications and solutions
- Library and industry specific software and hardware systems
- Payment systems and POS; batch processing and balancing procedures
- Effective report writing methods and techniques

Skills and Abilities to:

- Analyze, comprehend, and resolve complex technical problems related to the assigned applications, connected systems, interfaces, and client software components
- Perform analytical, organizational, and time management skills
- Collaborate effectively with technical staff responsible for networking, servers, databases and front-line support
- Interface effectively with vendors providing escalated technical service/support
- Convey technical information in terms that are understandable to non-technical audiences
- Analyze problems and make sound judgments based on technical data, best practices and circumstances
- Communicate effectively both verbally and in writing
- Manage implementation projects for new software applications and technologies as assigned
- Display excellent interpersonal skills
- Prepare and analyze statistical reports
- Effectively educate and train others

WORKING CONDITIONS AND PHYSICAL REQUIREMENTS

IMPORTANT INFORMATION REGARDING THIS POSITION

May be required to occasionally work outside of normal business hours to support these applications.

Revised Date/Consultant's Initials: 10/19/2017 MP