

**Job Title:** Applications Support Specialist

**Job Status:** Full-Time

**Department:** Data Strategy

**Job Grade:** T604

**Reports To:** Data Strategy Manager

**Work Setting:** Hybrid

**Pay Status:** Exempt

**Date Created/Updated:** 10/24/2024

**Location:** Service Center

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### Position Summary

The Applications Support Specialist is responsible for providing IT technical support and project management for applications software and operations software. They will perform technical writing to develop and maintain support documentation for the applications and systems they support. The Applications Support Specialist will communicate to internal customers the status of enterprise systems and will work to resolve issues on their own or with the help vendor technical support. The Application Support Specialist will generate reports and dashboards to effectively communicate situational awareness of enterprise solutions. They will also produce reports as need by management and internal staff from the systems they support and external data. The Applications Support Specialist may be required to concentrate in one or more of these areas. Programming ability may be an integral requirement in some areas.

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### Essential Duties & Responsibilities

#### SCHEDULING/COORDINATING APPLICATION SOFTWARE INSTALLATION/UPGRADES

Communications with vendor and/or Data Strategy management to determine application requirements.

Determining user/department impact and communicate with users.

Developing an implementation plan including any necessary training involved.

Implement/upgrade in a test environment.

Testing application.

Updating documentation.

Performing final production upgrade/installation and training.

#### WORKING WITH VENDOR APPLICATION TECHNICAL SUPPORT TO RESOLVE ISSUES

Contacting Vendor Technical Support team and communicate issues details.

Working with vendor to determine if issues are vendor/user/IT related.

Deciding upon an action plan to resolve issue.

Testing action plan.

Implementing resolution.

#### PROVIDING APPLICATION SOFTWARE CONFIGURATION AND ADMINISTRATIVE SUPPORT

- Maintaining application software user security configuration.

- Maintaining application software system configuration.

- Communication with application vendor to discuss administrative configuration options

- Using SQL queries/tools to report/update configuration options

- Maintaining internal and user application support documentation

- Working with server administration tools.

#### DEVELOPING SQL QUERIES FOR SOFTWARE TROUBLESHOOTING, INTERNAL REPORTS, AND APPLICATION DATA MAINTENANCE

- Utilizing SQL query tools to analyze underlying application data structure.

- Performing simple to moderately complex queries to correct data issues.
- Creating SQL query reports for end users
- Developing SQL queries to provide interfaces to other business system.
- Analyzing SQL code / Procedures to isolate data/process issues.
- Programming, as assigned

**GENERAL RESPONSIBILITIES**

- Maintain regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines
- Adhere to NBU safety guidelines and practices at all times and in all situations
- Maintain a clean and safe work area, office, field site and vehicle as applicable
- Develop & maintain effective customer service skills for communications with co-workers, customers and the public in general
- Maintain strict confidentiality of business, employee and customer information in written and oral communications and safeguard sensitive documents
- Adhere to NBU policies and procedures
- Exemplifies NBU Core Values of Integrity, Stewardship, Team, Culture and Safety
- Participate in and support initiatives to reach annual NBU Performance Measures

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**Formal Education and Work Experience Requirements**

Degree/Diploma Obtained: Bachelors

Other: Bachelor’s Degree in Computer Science or related

Work Experience Time Frame: One Year or More

field from an institution accredited by a nationally

Field of Study: Computer Science

recognized accrediting agency.

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**Certification and Licensures Requirements**

A valid Texas Driver’s License is required to operate a company vehicle when necessary.

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**Other Minimum Qualifications**

- Bachelor’s Degree in Information Technology, Computer Science, or related field
- Relevant experience in job duties listed above may be substituted to meet the educational requirement.
- Must be available to periodically work after normal business hours or on weekends for emergency purposes.

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**Knowledge of Computer Software**

	No Knowledge	Beginner	Intermediate	Expert
ArcGIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other Software Knowledge**

- Should have experience with SQL queries.

## Experience with Machines, Tools, Equipment and Other Work Aids

Personal computer, printers, plotters, scanners, switch racks, server racks, switch racks, switches, servers, tape drives

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### Physical Demands

**Standing:** Occasionally

- Making Presentations
- Observing Work Sites
- Observing Work Duties
- Communication with Co-Workers

**Fine Dexterity:** Constantly

- Computer Keyboard
- Telephone Keypad
- Calculator
- Calibrating Equipment

**Walking:** Occasionally

- To Other Departments/Office/Office Equipment
- Around Worksite

**Lifting:** Occasionally

- Supplies
- Equipment
- Files

**Carrying:** Occasionally

- Supplies
- Equipment
- Files

**Sitting:** Constantly

- Desk Work
- Meetings
- Driving

**Reaching:** Rarely

- For Supplies
- For Files

**Handling:** Constantly

- Paperwork
- Monies

**Kneeling:** Occasionally

- Filing in Lower Drawers

- Retrieving Items from Lower Shelves/Ground

**Pushing/Pulling:** Occasionally

- File Drawers
- Equipment
- Table and Chairs
- Hose

**Climbing:** Occasionally

- Stairs
- Ladder
- Step Stool
- Onto Equipment

**Vision:** Constantly

- Reading
- Computer Screen
- Driving
- Observing Worksite

**Foot Controls:** Occasionally

- Driving
- Operating Heavy Equipment
- Dictaphone

**Balancing:** Never

- On Ladder
- On Equipment
- On Step Stool

**Bending:** Rarely

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground
- Making Repairs

**Crouching:** Rarely

- Filing in Lower Drawers
- Retrieving Items from Lower Shelves/Ground

**Crawling:** Rarely

- Under Equipment

Inside Attics/Pipes/Ditches

**Twisting:** Occasionally

From Computer to Telephone

Getting Inside Vehicle

**Hearing:** Rarely

Communication Via Telephone/Radio/To Co-Workers/Public

Listening to Equipment

**Talking:** Occasionally

Communication Via Telephone/Radio/To-Co-Workers/Public

**Other:** Click or tap here to enter text.

## Environmental Factors

	Never	Seasonally	Several Times Per Year	Several Times Per Month	Several Times Per Week	Daily
Extreme Temperature (Heat, cold, extreme temp. change)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wetness and/or humidity (bodily discomfort from moisture)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noise and Vibration (sufficient to cause hearing loss)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

## Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other:** Click or tap here to enter text.

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**Primary Work Environment:** Office Environment

Other: Click or tap here to enter text.

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**Overall Strength Demands**

- Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- Very Heavy - Exerting 50 pounds constantly

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**Non-Physical Demands**

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other:** Click or tap here to enter text.

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**Employee Statement of Understanding**

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

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Employee's Signature

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Employee's Printed Name

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Date