



Employment Opportunity

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## **ENTERPRISE APPLICATIONS SUPPORT SPECIALIST**

**Salary Range (36) \$5925 - \$7210/Monthly**  
**FLSA Exempt Full-Time Position w/Excellent Benefit Package**  
**Application Deadline: April 18, 2016, 5 PM**

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For application materials visit our website at [www.RanchoMirageCA.gov](http://www.RanchoMirageCA.gov) or call (760) 324-4511.  
(Completed City Application Form required; no facsimiles or e-mail sent/received in this recruitment.)

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### **DEFINITION**

Under general direction of the Information Services Manager, coordinates and manages activities related to the support, deployment, configuration, and usage of departmental application systems. This includes assistance with application system selection, implementation, project coordination, management of interfaces, application setup and configurations, business process reviews, and custom reporting.

### **EXAMPLES OF ESSENTIAL DUTIES**

Duties may include, but are not limited to, the following:

1. Assists department subject-matter experts in the resolution of application software-related Help Desk tickets.
2. Works closely with department managers, division leads, and application users, to document and/or design/redesign effective business processes and associated business applications.
3. Makes recommendations on improvements to business processes and applications, with the goal of delivering enhanced service and outcomes (e.g., faster permit processing times, automating current manual or inefficient processes, etc.)
4. Manages software improvements for various departments. These activities include procurement recommendations (e.g., cost-benefit analyses, software configuration and implementation/re-implementation, etc.); collaboration in testing configurations with personnel of affected departments; communication with internal customers, network and server administrators, and vendors to ensure that application systems are being utilized to their full potential.
5. Provides project coordination and oversight of multiple application system projects.
6. Assists with research of applications software products and services and coordinate feasibility studies for applications, software, and system products under consideration for purchase, and provide findings.

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7. Develops and deploys standards, methodologies, and best practices for applications deployment, business process improvement, application interfaces, and report writing. Document procedures, applications interfaces, service-level agreements, and other methodologies related to applications systems.
8. Collaborates in the testing of applications, and communicate with network and server administrators, vendors, and software developers to ensure quality assurance and fulfillment of contractual obligations.
9. Develops, implements, and disseminates information on best practices for information technology and applications support.
10. Compiles and maintains an inventory of all applications software and System assets and their corresponding contracts and agreements, documenting system configurations and change management.
11. Coordinates training, including oversight of training materials and user procedures and training curriculum; facilitate training sessions as necessary. Develop and maintain user documentation, implementation, and maintenance plans.
12. Oversees the maintenance, support, and upgrade of existing software applications and systems; coordinates with vendors and internal customers.
13. Maintains a secure information technology environment for software applications. Assists with application security administration, update processes and schedules.
14. Participates in integration, initialization, and interfacing between multiple systems, either through in-house or outsourced development, when required.
15. Analyzes technical literature for systems, and provide explanations understandable to end-users, often in the form of user manuals or training materials.
16. Performs other duties of similar nature and level as assigned.

### **QUALIFICATIONS/GUIDELINES**

*The following generally describes the knowledge, ability, and education required to successfully perform the job duties.*

#### **Knowledge of:**

Windows operating systems and applications and database knowledge, including MS Office, MS SQL, Outlook, and other application software; working understanding of report writing, application interfaces, and data import/export methodologies; Understanding of system life cycle principles and methodologies. Principles of project management and application system security principles and best practices for ongoing system security.



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### **Abilities to:**

Apply technical, communication, analytical, and problem-solving skills to the analysis of business processes for business application software systems in order to improve productivity and efficiency in the organization's departments and be responsible for providing expert troubleshooting, resolution, and reporting on business application issues.

### **Education, Training and/or Experience**

Bachelor's degree from an accredited college or university with major course work in computer science, information technology, business administration or other applicable related field and a minimum of three years' experience supporting a broad range of departmental application systems, including business process improvement, and applications administration, implementation, and upgrades, plus one to three years in coordination and/or project management of applications implementation or upgrades. Certified Associate in Project Management & Certification of Competency in Business Analysis preferred but not required.

Possession or ability to obtain an appropriate California driver's license and a satisfactory driving record.

### **ADA and Other Requirements**

While performing the essential functions of this position, the incumbent is regularly required to sit, use hands or fingers, handle, feel, reach with hands and arms, speak and hear, stand, walk, and/or lift and move items weighing up to 50 lbs. Bending and stooping is required on an occasional basis.

***NOTE: The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.***

Posted 3/18/16