Application Support Specialist 1

Reports to: **Administrative Services Manager**
Status: **Salary, Non-Exempt**

DESCRIPTION

The purpose of this position is to manage enterprise applications including configuration, documentation and user support. This position will work under supervision to gather user requirements and implement customized solutions on existing platforms and to research and recommend new products and technologies. The Application Support Specialist 1 does not supervise other positions.

ESSENTIAL JOB FUNCTIONS

1. Support and administer the Risk Management Information System (RMIS), Origami Risk. This is the Pool's primary line of business application. Provide support to Staff and Members; gather reporting requirements, design and manage reports and templates; manage changed to data entry forms; act as a liaison with Origami support; manage permissions and user groups; and coordinate Member's use of the mobile application.

2. Under supervision, gather requirements and configure system for member customizations to Origami. This task will require strong XML skills; ability to develop, document and maintain workflows; general understanding of relational databases; working knowledge of Transact-SQL and the ability to modify simple existing queries and scripts. This is not a database administration or development position.

3. Maintain the enterprise content management system (Laserfiche), support miscellaneous applications including, but not limited to, Office 365 applications and websites. Research and recommend new web services and coordinate integrations.

4. Provide support for Staff. Troubleshoot desktop issues, and either resolve or assign to the contracted desktop support provider. Tasks will include, but are not limited to, troubleshooting and prioritizing technical issues, password resets, basic usability answers for Staff, reconfiguring software, etc. This is not a dedicated help desk position.

5. Work with the Administrative Services Manager to develop the three-year workplan, research and recommend new technology applications, and stay current with industry trends.

6. Develop technical documentation and reference material.

7. Attend staff meetings, trainings, and seminars as requested.

8. Represent WSTIP on the WSTA Information Technology Committee.

9. Perform other duties as assigned.

STANDARDS OF PERFORMANCE

1. Strive to stay up to date through ongoing training, networking and regular reviews of current relevant trade journals

2. Report to work as scheduled.

3. Maintain confidentiality of all information related to members, staff, employees, and other information as appropriate.

4. Demonstrate positive interpersonal relations in dealing with fellow employees, WSTIP Members, WSTA Staff, and vendors so that productivity and positive relations are maximized.

5. Identify and work cooperatively with internal and external stakeholders on projects and communicate information and decisions through written communication and presentations.

6. Actively support and incorporate WSTIP's vision, mission, core values, and strategic priorities into daily activities.

KNOWLEDGE, SKILLS AND ABILITIES

Required Technical Skills
- Strong XML / CSS experience.
- Proficiency with Microsoft Office 365 applications including Word, Excel, and PowerPoint;
- Familiarity with the principles of relational databases.
- Working knowledge of basic Transact-SQL queries and statements.
- Prior experience supporting Windows desktop applications.
- Awareness and practice of Network Security principles.

Desirable Skills
- Project management experience
- Public sector experience
- Data analytics and reporting tools such as Tableau or Power BI.
- Familiarity with Azure
- Familiarity with a Citrix XenDesktop environment
- Experience with Active Directory security and familiarity with Windows Server and basic networking
- Experience with Laserfiche or another Enterprise Content Management system (ECM)

Ability to:
- Work independently with limited supervision.
- Communicate effectively, both orally and in writing.
- Write clear, concise and accurate reports and correspondence.
- Speak in public and provide supporting visual information.
- Perform work accurately with strict attention to detail.
- Plan and organize work in an efficient, cost effective and results-focused manner.
- Work well under pressure and in high stress situations.
- Quickly switch from one task to another.

- Establish and maintain effective and cooperative working relationships with Members, Staff, outside consultants, service providers, vendors and the public.
- Provide excellent customer service to the membership.
- Interact favorably with people and work effectively in a team environment.
- Learn to use proprietary software (in particular WSTIP's risk management information system).
- Travel out of the area on occasion, including overnight stays.

Education and Experience:
- High school diploma or equivalent;
- Demonstrated experience with XLM; and
- Two years' experience in an IT related position, preferably direct application and/or user support.

License and Certification:
- Valid Washington State driver's license at the time of hire with excellent driving record and vehicle available for work-related travel.

WORKING CONDITIONS/PHYSICAL DEMANDS
Work is generally performed in a fast-paced office environment with frequent interruptions.

Strength: Lifting and carrying general office supplies and files; typically weighing less than 25 pounds.
Manual Dexterity: Ability to consistently perform moderately difficult manipulative skills such as typing and word processing.
Mobility: Ability to climb ladders, stairs, ramps, stoop, kneel, crouch, reach and move around in crawl spaces and areas with low ceilings while making on-site physical risk control inspections. Ability to walk at least ½ mile on variety of surfaces. Ability to sit for extended periods of time.
Visual Discrimination: Ability to consistently identify objects and persons at a distance; read fine print on records and forms.
Hearing: Ability to consistently distinguish normal sounds with some background noise; multiple sounds in a stimulated environment; and verbal language and tones on the telephone.
Speech: Ability to speak clearly and make one's self understood in a one-on-one basis with individuals and in group settings.

The statements contained herein reflect general details as necessary to describe the principal functions of this job, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.