

JOB TITLE: Application Support Specialist
DEPARTMENT: Information Technology
REPORT TO: AVP of Innovation and Information Technology
LOCATION: Lewisville, Texas; working at the Denton facilities, when needed
SALARY GRADE: 103
SALARY RANGE: DOQ (\$49,151.00 - \$61,439.00 annually)

LAST REVISION DATE: 11/2021
EEO: Professional
LSA: Exempt, Full-time

PURPOSE OF JOB

The Application Support Specialist is a member of DCTA's information technology staff, and responsible for planning, implementing, and supporting a suite of software applications critical to the agency's success. The ideal candidate will possess both business skills and technical IT knowledge and demands an ability to manage multiple high-level tasks under pressure. This position works as a technical business partner to all departments within the agency and reports to the AVP of Innovation and Information Technology.

ESSENTIAL FUNCTIONS

- Be the product expert and provide technical & non-technical (functional questions) support via tickets, phone, and chat.
- Maintain a deep understanding of the product and communicate with customers about the most relevant features/functionality for their specific business needs.
- Improve DCTA business processes by investigating department needs and identifying technology solutions to support improvement initiatives. Develops workflow planning for internal customer needs and works to find efficiencies through the use of technology.
- Drives software implementation using project management tools and skillsets. Works with departments and application vendors to assure project delivery timelines are met. Shows true project ownership at all levels of implementation.
- Primary support role for the agency's ERP (Enterprise Resource Planning) software solution.
- Works in tandem with the IT Support Coordinator to onboard new users into software applications
- Coordinates with other information technology staff to provide resolution to mixed technical issues
- Installation, support, patching, and upgrades of both on-prem and cloud software applications
- Work in tandem with application vendors to resolve both end user and backend technical issues with software applications.
- Document problem resolution steps, compile, and update user documentation, including but not limited to training materials, technical manuals, technical support FAQs.
- Works with staff to improve data reporting processes using SQL queries or other available reporting tools.
- Stays current on information technology trends and provides innovative ideas to fellow IT members in a collaborative environment
- Provides support to end users at all DCTA operated facilities, encompassing all levels of users up to executive level staff. Provides support to DCTA contractors as needed based on contractual obligations. Support and train remote workers based on DCTA's remote worker policies.
- As the product expert, facilitates and conducts training sessions for staff on new or existing software suites
- Perform related duties as assigned

Ability to:

- Ability to demonstrate a working knowledge of enterprise software packages, including, but not limited to ERP software, document management systems, reporting tools, and enterprise asset management suites. Knowledge of transit specific software platforms such as computer aided dispatch, scheduling, and automatic vehicle location suites is highly desirable.
- Proven ability to meet deadlines and successfully manage projects from start to finish.
- Ability to hold vendors accountable to implementation timelines and support Service Level Agreements (SLA's).
- Communicate clearly, concisely, and effectively, both orally and in writing, with all internal and external stakeholders

and including the general public. Represents DCTA to external organizations and the public professionally.

- Ability to use rigorous logic and methods to solve difficult problems with effective solutions.
- Ability to pick up on technical information quickly; can learn new skills and technical knowledge.
- Adept at reading, writing, and interpreting technical documentation and procedure manuals.
- Ability to conduct research into software issues and products as required.
- Ability to present ideas and solutions in user-friendly language.
- Ability to be highly self-motivated and proactive. A keen attention to detail is required.
- Work within a team-oriented, collaborative environment.
- Able to provide quality customer service to the internal customer.
- Ability to manage a complex workload and to plan and prioritize.
- Effectively manage independent vendors to accomplish tasks and meet deadlines.
- Understand, interpret, and apply laws, rules, policies, procedures, budgets, and contracts.

EDUCATION AND EXPERIENCE *(Any equivalent combination of education and experience)*

- Associate's/Bachelor's Degree from an accredited college or university with major course work in technology, business, or other related discipline is preferred.
- Three (3) years of functional experience supporting users in an enterprise environment.
- Experience supporting cloud applications, Azure or AWS experience is a plus.
- Experience supporting Microsoft Office products, Office 365 experience preferred.
- Experience with Microsoft SQL and reporting tools – SQL query skills and Microsoft Power BI experience is a plus.
- Experience supporting enterprise applications such as enterprise planning resource (ERP) products and financial software packages. Experience working with software vendors to properly escalate support issues.
- Experience with remote support tools and helpdesk ticketing systems in an enterprise environment is highly preferred.

Special Requirements: *Hold a current valid Texas Driver's License or have the ability to obtain one upon entry into the position. CDL preferred. Ability to work variable work hours. Available in the event of required emergency response.*

The ideal candidate will:

- Possess a positive attitude, and practices good judgement, while open to receiving/providing feedback
- Hold the ability to get along with others, individually and in a large group. Has the desire to care for the organization's well-being and for the co-workers he/she interacts with. Interested in partaking in group development and team building activities
- Be open to collaborate and work in a team-oriented and helping environment
- Possess an influential and welcoming communication style
- Foster a culture that values critical thinking and problem solving; and encourages constructive feedback, engagement, inclusion, and diversity at all levels

PHYSICAL ACTIVITIES: Physical activity includes, but is not limited to: on a continuous basis, sit at a desk for long periods of time; intermittently twist and reach office equipment; write or use keyboard to communicate through written means; lift moderate weight; reaching above the waist, reaching below the waist, and reaching waist to shoulder to reach inventory on shelves; repetitive motion and fingering when using a computer keyboard; talking and hearing when dealing with customers; and observation of transit projects and operations during field work along the right-of-way.

Additional perks and benefits that accompany full-time employment with DCTA:

- Telecommuting options available, if suitable for your position.
- Flexible office hours are permitted, given a regular 8-hour workday that brackets the agency's core hours from 9:00am – 4:00pm (i.e. 7:30 am to 4:30pm, or 9:00am to 6:00pm). These flex hours are coordinated with your supervisor.
- One 8-hour paid day off for your birthday.

- Employee portions of Medical and Dental benefits are 100% paid by the employer.
- If you have utilized a Proportionate Retirement Program in the past, the service time transfers to DCTA's retirement system, TCDRS. The following systems apply:
 - Texas Municipal Retirement System (TMRS)
 - Employees Retirement System (ERS)
 - Judicial Retirement System of Texas (JRS)
 - Teacher Retirement System of Texas (TRS)
 - City of Austin Employees Retirement System (COAERS)
- Expanding time-off accruals: 12 days of vacation time accrued for the first year, increasing by one day each year, with a max of 17 days annually. Additionally, employees earn 12 days of sick time each year, 1 personal day, 2 floating holidays, 1 birthday, 8 fixed holidays, and the ability to earn two additional days off through the Wellness Program.
- Regional transit passes (bus and rail) for you and your immediate family.
- DCTA strives to continually improve our Servant Leadership culture. We pride ourselves in having an open, caring, and communicative community of employees, with the drive to help build each other up.
- Flexible dress code: business casual, allowing jeans every day (unless otherwise specified for external/special meetings, events, etc.).
- Extensive Wellness Program, including several opportunities to volunteer with the agency, sporadic lunch and learn events, chair massages, the potential to earn two extra days off each year, and continual efforts to improve wellness throughout the agency.