SENIOR APPLICATION SYSTEMS SPECIALIST

<u>DISTINGUISHING FEATURES OF THE CLASS</u>: The work involves supervising, monitoring, coordinating, installing a troubleshooting E.D.P. application systems and sub-systems, including Systems Application Products (SAP), used by County departments. This is a senior level technical data processing position responsible for overseeing and providing technical assistance related to E.D.P. application systems. The incumbent installs application software, monitors and troubleshoots systems and acts as a resource individual related to assigned area of expertise. Work is performed under the direct supervision of higher level administrative staff. Supervision is exercised over lower level technical and related E.D.P. staff. Does related work as required.

<u>TYPICAL WORK ACTIVITIES:</u>

Supervises and assists with monitoring application system, checks disk usage, backups and system integrity;

Performs system cleanup if necessary;

Participates in hardware specification, evaluation and acquisition;

Answers user questions regarding application systems;

Troubleshoots problems related to application sub-systems;

Administers application user access and security;

Monitors and submits SANS for (SAP);

Maintains SANS and monitors the progress being made on the resolution of the SANS;

Determines processing requirements for special activities, example, year-end rollover, month-end rollover, payroll processing and quarterly purchase reports;

Functions as SAP support desk liaison;

Troubleshoots application system problems;

Installs all SAP application software, including fixes, upgrades and third party SAP related software;

Supports IQ software, helps users become familiar with IQ and what is needed;

Maintains and distributes all SAP documentation;

Creates scripts for use in production processing;

Acts as liaison to the Data Center in nightly processing;

Oversees the Data Center with application troubleshooting;

Develops Data Center operating documentation;

Acts as IQ data base administrator;

Creates file definitions, develops views, installs, configure and upgrades IQ software;

Prepares IQ user instructions;

Troubleshoots IQ problems;

Develops IQ query procedures;

Coordinates SAP user application training;

Works "flex shifts" as required;

Works shifts as may be assigned, scheduled or in support of emergency operations.

<u>FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS</u>:
Thorough knowledge of current electronic data processing equipment, procedures and terminology; thorough knowledge of electronic data processing hardware and software, their capabilities and application; a thorough working knowledge of all SAP systems utilized by Erie County; thorough knowledge of programming and systems analysis as it applies to electronic data processing and its utilization and potential; working knowledge of the concepts of the

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: (cont.)
Unix language and with the function of networks and how they relate to data servers; thorough knowledge of the current literature, sources of information and technological developments related to E.D.P. application systems; ability to prepare reports; ability to establish and maintain effective working relationships; tact; sound judgment; dependability; capable of performing the essential functions of the position with or without reasonable accommodation.

MINIMUM QUALIFICATIONS:

A) Graduation from a regionally accredited or New York State registered four (4) year college or university with a Bachelor's degree and five (5) years of data processing experience in programming and systems development, at least three (3) years of experience in installation and administration of third party financial, mathematical or technical application software; or:

B) Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Data Processing or Computer Science and seven (7) years of data processing experience in programming and systems development, at least three (3) years of experience in installation and administration of third party financial, mathematical or technical application software; or:

C) An equivalent combination of training and experience as defined by the limits of (A), and (B).

NOTE: Verifiable part-time and/or volunteer experience will be pro-rated toward meeting full-time experience requirements

SPECIAL REQUIREMENTS:

Applicants for designated positions in the Department of Social Services that may have access to federal tax information to perform his/her job duties shall be subject to a suitability background check investigation, including FBI fingerprinting, local law enforcement check, and verification check of citizenship/residency. A criminal record does not necessarily disqualify applicants from employment, rather an individualized determination will be made. The cost of the background check will be assumed by the Department of Social Services.