



Job Description

Position Title:	Enterprise Application Support Analyst
Department:	Information Technology
Reports to:	Director of Information Technology
Status:	Regular Full-Time; Exempt
Grade:	IX
Hours of Work:	Primarily regular dayshift office hours

Statement of Duties

This position works under the direction of the IT Director and supports all enterprise applications across all functional areas of the organization. Duties include maintaining, updating, and patching all enterprise applications and providing end-user support on basic, intermediate, and advanced application support requests. This position designs, plans, implements, and supports the Enterprise Resource Planning (ERP) system and any integrations with other software solutions. Serves as the subject matter expert for the ERP platform and conducts training and support for end-users. Responsible for providing direction, guidance, and supervision to staff to accomplish organizational goals. Analyzes processes and provides input to management regarding integrations or modifications to the ERP platform to create efficiencies. The role requires regular interaction with application vendors to track new features and functionality, resolve open support tickets, and coordinate and plan upgrades.

Supervision and Responsibilities

Employee works under the general supervision direction of the Director of Information Technology. Employee plans and carries out regular work in accordance with standard practices and previous training, with considerable responsibility for determining the sequencing and timing of action and substantial independence in planning and organizing work activities, including determining the work methods.

The employee is expected to solve, through experienced judgment, most problems of detail or unusual situations by adapting methods or interpreting instructions to resolve the problem. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines, and priorities. Technical and policy problems or changes in procedures are discussed with the supervisor. Work is generally reviewed for technical adequacy, appropriateness of actions or decisions, and conformance with policy or other requirements; the methods used in arriving at the result are not usually reviewed in detail.

Employee does not have any supervisory responsibilities.

Employee has access to confidential information.

Employee occasionally may be required to work outside of normal business hours to perform position duties.

Job Environment

The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical field. Assignments typically involve gathering, analyzing and interpreting information, conditions, or unusual circumstances; inspecting, testing, or evaluating compliance with established standards or criteria; or determining the methods to accomplish the work. Guidelines include a large body of policies, practices, and precedents that may be complex or conflicting at times. Judgment is used in analyzing specific situations to determine appropriate actions.

Position frequently interacts with all Village departments, consultants, and private organization. Interactions require ordinary courtesy and tact to give and receive information regarding work. Contact with the public may be required on an occasional basis. Other contacts may be with governmental agencies and vendors for the purpose of giving or receiving information and assistance in coordinating work. Contact usually occurs in person, in writing, or on the telephone.

Employee frequently conducts independent research within his or her field of work, assessing services and recommending improvements, plans for long-range projects and recommends new technology as appropriate to improve Village operations.

Position Functions

The essential functions or duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related, or a logical assignment to, or extension of, the position.

1. Manages the Village's enterprise resource planning (ERP) software, including vendor interface, product maintenance (upgrades, patching, other maintenance) and employee training. Communicates effectively with IT and business leadership to convey system and data architecture status, risks and issues.
2. Resolves support tickets from end users for application and software issues.
3. Works as a liaison between application users and application vendors to facilitate service for problem reporting and resolution, service request management, and project and resource coordination.

4. Develops in coordination with supervisor and monitors annually budgeted expenditures for IT and ERP. Recommends new technology implementation for consideration based on Village need, strategic priorities and available resources.
5. Maintains and enhances the performance of all new and existing software and applications across the organization.
6. Cross trains on all aspects of all technology systems to provide support to the department.
7. Provides consultation, guidance, support and training to village staff and management on proper use and best practices of the ERP system and relevant integrations to ensure consistency across the organization.
8. Consults with the IT Director to develop plans for both current and future ERP requirements that align with both internal and external established strategic planning goals.
9. Responsible for assisting in the development of annual IT Fund budget, maintaining fiscal responsibility, and reporting performance metrics to the IT Director as they relate to the ERP system and staff.
10. Maintains awareness of latest technical trends and process improvements effecting ERP systems, including cyber threats, to develop a proactive approach to protecting village networks while advancing technological implementation and creating improvements.
11. Performs other duties as assigned.

Physical and Mental Requirements

Employee works in a moderately loud office and sporadically works outdoors. Employee may occasionally work in dusty and noisy environments and deal with inclement weather. Employee is required to stand, walk, sit, talk, listen, use hands, stoop, kneel, and reach with hands and arms while performing duties. Employee may be required to lift objects up to 20 lbs., and seldom lifts to 30 lbs. Normal vision is required for position. Equipment operated includes motor vehicle, office machines, mobile devices, and personal computers.

Occupational Risk

Duties generally do not present occupational risk. Minor injury could occur, however, through employee failure to properly follow common safety precautions or procedures.

Education and Experience

A candidate for this position should have a bachelor's degree in information technology or High School Diploma/GED plus five (5) or more years of experience in Information Technology, Computer Science or closely related field, or equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Three to five years of experience to encompass supervisory, and

management/configuration of ERP systems. Proficiency with current computer technology, job-specific software, and customer service systems. Prior experience supporting Tyler Technologies ERP is preferred.

Required Certifications

- Valid driver's license
- Certified Public Sector Data Governance Professional (PSDGP), or the ability to obtain in 12 months

Key Knowledge and Skills

- In-depth, hands-on knowledge of and experience with enterprise and desktop applications, enterprise resource planning software, document management systems, and productivity tools like MS/Office, and other project management tools
- Ability to develop and initiate methods and procedures related to job duties
- Knowledge and ability to implement commercial off the shelf software applications including testing, training, and function as a technical liaison between external service providers and customer
- Prioritize and troubleshoot software and hardware issues and resolve problems and good follow-through
- Excellent communication skills; verbal and written
- Work independently and as part of a team
- Present concepts, ideas and components effectively
- Establish and maintain courteous and effective working relationships with other employees, public officials, contractors, developers, architects, and public