

ARIZONA SUPERIOR COURT IN PIMA COUNTY

Pima County Juvenile Court

Job Description

Job Title: Applications Support Level 2
Job Code: 8432
Pay Grade: 64
FLSA Status: Exempt



PURPOSE OF CLASSIFICATION:

Provide application user support for information and office automation processing activities and other similar applications. Participate in the planning, design, and implementation of departmental-wide information systems and/or projects that include databases and web pages. Conducts specialized computer training for all Pima County Juvenile Court Center staff. This position requires considerable initiative and independent judgment in managing multiple priorities and coordinating work activities to meet schedules and goals.

ESSENTIAL FUNCTIONS:

- Develops training programs, including class curricula, materials, and training aids.
- Trains staff and users in system configuration, use of selected software programs, and appropriate use of computers and computer systems.
- Writes or revises training manuals and procedures.
- Maintains and updates user and system documentation.
- Conducts departmental training relating to computer security and use.
- Documents general systems flow.
- Provides user support on mission critical administrative and specialized databases.
- Creates and maintains client server-type and specialized databases.
- Uses database reporting tools to create customized reports from various data sources.
- Develops and provides maintenance of Intranet and Internet web page including platform and design.
- Provides user support in formal and informal settings as well as via telephone, e-mail and in person.
- Creates and maintains interfaces between internal databases and between internal databases and external databases.
- Works with non-PCJCC IT staff, vendors, and consultants on collaborative efforts.
- Works on special projects as directed by the Director of Information Technology and Research.
- Monitors individual performance of users and provides assistance when necessary.
- Evaluates and recommends application solutions involving integration of multiple technologies.

- Participates in workflow analysis as needed by IT Division for the purpose of creating and maintaining databases.
- Performs related duties and projects as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have knowledge of word processing and data information systems, programming in Visual Studio, *.NET, and SQL environments and software programs and hardware systems.
- Must have project management skills, including techniques of workflow analysis, documenting multi-function applications, generating reports, developing course outlines and curricula, preparing training materials and user documentation, and presentation skills and software.
- Must have skills to establish and maintain cooperative working relationships with clients, staff, vendors, and the public.
- Must have skills to organize assignments, set priorities, and meet deadlines.
- Must have skills to gather and assemble data from various sources, troubleshoot applications and/or user errors, and convert manual operations and documentation to automated processes.
- Must have the ability to communicate effectively with coworkers, clients, and management in a variety of formats.

MINIMUM QUALIFICATIONS:

A Bachelor's degree in computer science, management information systems, or a related field and three years of work experience performing applications support, database design/support, web page design/support, and/or computer training. OR an Associate's degree from an accredited college, university, or vocational/trade school in computer science, management information systems, or a related field and five years of work experience as mentioned above. OR any equivalent combination of experience, training, and/or education approved by Human Resources.

LICENSES AND CERTIFICATES:

Must have a valid Arizona Driver's License at the time of appointment.

PHYSICAL DEMANDS/WORKING CONDITIONS:

Typically performs duties in an office environment and may lift materials and/or equipment 20 lbs or less.

DISTINGUISHING CHARACTERISTICS:

This is a classified position that reports to the Director, Information Technology. This position performs duties under general supervision and may provide work assignment guidance to project coworkers.

Date:

Revised: 11/16/05, 10/26/07, 4/20/09; 11/12/12

Approved by: _____
Hiring Authority

Date

Deputy Director, Human Resources

Date