

ARIZONA SUPERIOR COURT IN PIMA COUNTY

Pima County Juvenile Court

Job Description

Job Title: Applications Support Specialist
Job Code: 8433
Pay Grade: 55
FLSA Status: Non-exempt



PURPOSE OF CLASSIFICATION:

Provides support to court users of computer applications in the automated processing of information and office automation related activities. Assist in providing training on computer applications for judges and court staff. This position requires considerable initiative and independent judgment in managing multiple priorities and coordinating work activities to meet schedules and goals.

ESSENTIAL FUNCTIONS:

- Provides computer application support to court employees and judges in formal and informal settings to achieve their computer related work activities.
- Provides user support on all desktop applications via telephone, e-mail and/or in person.
- Maintains the accuracy and integrity of data through regular auditing and correcting of inaccurate data.
- Maintains and updates user and system documentation as needed.
- Monitors the use of computer applications by court staff and provides assistance when necessary.
- Assists with developing training plans, to include curricula, materials, and training aids.
- Assists and may conduct training to court staff relating to computer usage and security.
- Creates documentation for general systems flow.
- May provide direction to court staff on system configuration, the use of selected software programs, and the appropriate use of computers and computer systems.
- Assists with revisions to training manuals and the documenting of work procedures.
- Participates in the planning, auditing, reporting and implementation of basic information systems or projects.
- Participates in work flow analysis as needed by Information Technology department for the purpose of creating and maintaining databases.

ADDITIONAL RESPONSIBILITIES/DUTIES:

- Performs other related duties and projects as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have knowledge of Microsoft Office Suite and data information systems, software and hardware programs and systems, and techniques of workflow analysis.

- Must have administrative skills to prepare reports, training materials, user documentation and presentations.
- Must have analytical skills to gather and assemble data from various sources, organize assignments, set priorities, and meet deadlines.
- Must have the skills to work with desktop computers, using software language and products such as Windows based Operating Systems, Windows Office Suite, and Adobe.
- Must have the ability to communicate effectively with a diversity of court staff, coworkers, judges, vendors, and management level employees.

MINIMUM QUALIFICATIONS:

A High School diploma or equivalent G.E.D. certification, and three years of work experience performing applications support and/or computer support/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 one year of applications support and/or computer support/training. OR any equivalent combination of experience, training and/or education approved by Human Resources.

LICENSES AND CERTIFICATES:

None required.

PHYSICAL DEMANDS/WORKING CONDITIONS:

Typically performs the majority of duties in an office environment with lifting up to 20 pounds.

DISTINGUISHING CHARACTERISTICS:

This is a classified position that reports to the Manager, Information Services. The incumbent performs duties under general supervision and has no supervisory responsibilities.

Date: 10/01/04
Revised: 11/16/04, 07/01/05, 10/26/07; 10/17/08, 04/14/09; 11/12/12; 7/10/14

Approved by: _____
Hiring Authority Date

Deputy Director, Human Resources Date