

Administrator, IT Applications

FLSA Status: Exempt

Pay Grade: 19

Job Title ID: 19155

Job Series/Job Family: Information Technology Series / Support Services Family

Reports To

Manager, IT Applications Support

Job Purpose

To install, implement, administer and support IT software applications that support ACC's administrative systems.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Installs, implements, administers, supports, and maintains third party College-wide applications.
2. Monitors designated applications and takes corrective action to prevent or minimize system down time.
3. Troubleshoots to resolve system related problems; coordinates with relevant System Administrators and/or third party vendors regarding user support and problem resolution.
4. Creates user documentation and may train personnel on new applications software.
5. Assists with developing policies, procedures, programs, scripts, or web pages as required.
6. Provides upper level support to users having difficulties with applications.
7. Collaborates on special projects; may track and allocate software licenses.
8. Supports and serves as a technical expert for ACC's in-house developed applications in all stages of development, testing, and production.
9. Keeps current with the latest technology; regularly attends technical training in order to maintain technical expertise.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Information Technology practices, standards, and protocol.
- Google Apps for Education, ID Works, Resource 25, Remedy, a variety of third party applications, SQL, AIX application administration (Job specific duties may prefer or require experience in all or some of the above areas.)
- Understanding of Open Records Act and relevant federal guidelines.
- Understanding of Project Management and ITIL Methodologies.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule and providing on-call assistance including some nights and weekends.
- Establishing and maintaining effective working relationships with a broad range of users that are both technical and non-technical.

- Troubleshooting techniques used to resolve application related problems.
- Ensuring availability, dependability, and reliability of assigned applications.
- Maintaining confidentiality of work related information and materials.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Communicating effectively through oral and written communications.

Computer Skills

Required

- Demonstrated proficiency using standard office software, applications, query and control languages, application administration, and providing technical support to end users.

Physical Requirements

Required

- Occasional lifting of objects up to 25 pounds.
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling.
- Work is primarily performed in a standard office environment.

Work Experience

Required

- Two years work experience in software application administration or development.

Education

Required

- Associate degree, or educational equivalent, in computer science or information technology field, or equivalent combination of education and work experience.

Preferred

- Bachelor's degree in computer information systems, computer science, or related field.

Licenses/Certifications

Required

- Valid Texas Drivers License if applicable to area of specialization.

Other

Required

- Depending on area of assignment, experience with web application development may be required.

Preferred

- Understanding of Relational Database Theory; Knowledge and experience with administering CollegeNET Resource 25 scheduling and software application, Remedy, Google Apps for Education, ID Works, a variety of third party applications, SQL and/or AIX application administration.

Safety

Required

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.