ASHEVILLE, NORTH CAROLINA

Classification Specification

Software Support Specialist
Job Code: 5025
FLSA: Non-Exempt

Purpose of Classification:

The purpose of this classification is to administer registration software and databases and implement new software, technology, and databases for the Parks and Recreation Department.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Administers department software: recommends system policies and procedures and work processes; sets up user profiles and ensures access requirements; monitors and maintains user license database; develops training materials; conducts training; evaluates system function and effectiveness; creates new processes and features; receives, troubleshoots, and resolves work orders; escalates issues and coordinates with contracted vendor, as needed; and utilizes various computer scripting methods to provide real-time data.

Develops, administers, maintains, and implements databases to extracting information from various software platforms: ensures accessibility and accuracy of data and databases; assesses and/or validates department programming equity; develops best practices and related materials; and queries databases to create requested reports and information.

Performs administrative and fiscal duties: provides specialized reports as requested; develops and manages software vendor contracts; assesses budgetary impacts; assists with revenue, deposit, and accounting functions; monitors account codes and revenue lines; monitors and manages online transactions, including refunds; receives and responds to customer complaints for online transactions and investigates errors; and prepares specialized accounting reports.

Develops and maintains department website and content: creates and maintains registration website and other web content; updates, monitors, and implements City best practices; utilizes a variety of coding and scripting languages to develop and maintain online services; and makes changes to improve customer experience.

Serves as liaison to Information Technology Department: provides updates regarding work activities and system changes; gives and receives advice and guidance regarding a variety of technical issues; ensures compliance with safety measures to protect sensitive information; and coordinates the implementation of new services and software.

Implements new technology, software, and hardware: manages and develops new software and related resources, including contracts, hardware purchases, and development of policies and procedures; prepares cost estimates, expected outcomes, goals, and timelines for implementation; develops and provides user training; organizes and facilitates meetings; and purchases required hardware and license.

Communicates with supervisor, other City employees, vendors, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, credit card transaction report, invoices, scripts reports, survey reports, software procedures and system documentation, training materials, real-time reports, revenue reports, proposals, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review, or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Information Technology, Database Administration, or a related field required; supplemented by two years of experience in software, hardware, and database administration and support, or a related field; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: Must possess and maintain a valid North Carolina driver's license.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools and/or materials requiring complex and/or rapid adjustments.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of rational systems; to interpret instructions furnished in written, oral, diagrammatic, or schedule form; and to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.