

AKRON MUNICIPAL COURT
INFORMATION TECHNOLOGY (IT)
APPLICATION SUPPORT SPECIALIST



Definition: This position provides daily programming and technical support and maintenance for one or more of the court's business application systems. Works closely with vendors to design new applications and resolve problems. Develops and documents system configurations and works with other staff to coordinate database and security requirements and changes. Assists users with application and operational problems and report generation. Tests, implements, and coordinates upgrades and changes to application systems. Creates and updates programs, processes, panels, tables, menus and reports as needed. Performs ongoing system monitoring and evaluation to assure proper and efficient operation and license compliance. Uses on-line connections to research and download technical information. Supports application systems by designing, testing and implementing new programs, installing patches, making program changes and updates; and working with users and vendors to resolve problems. Maintains professional competency and keeps current with technological advances and developments. Performs related work as required.

Essential Duties and Responsibilities

- This is a technical position responsible for providing high level technical support for applications and application maintenance.
- Interact with users to troubleshoot and resolve complex technical application problems or issues.
- Diagnose and resolve complex client questions or problems in areas of system configuration/setup, product functionality, and debugging.
- Track and document support requests and ensure proper notation of client problems or issues.
- Work with vendors or programming staff to resolve issues, implement product enhancements, and process improvements.
- Plan implementation and integration into new or existing environments.
- Travel to user sites to provide support and training.
- Provide queries and reports.
- Assist with evaluating and maintaining system security, availability and integrity.
- Assist with application testing and product deliverable verification.
- Assist with the evaluation of Commercial Off-The-Shelf (COTS) applications.
- Ensure and maintain the proper documentation and configuration/change management for all activities.
- Other related duties as assigned.

Knowledge, Skills and Abilities

- Be proficient in SQL database management
- Ability to research, document and interpret application environment diagrams
- Ability to prepare effective technical reports and recommendations
- Knowledge of testing and debugging programs and databases.

- Skill in diagnosing and troubleshooting business applications system problems and in developing new or modified programs to meet user needs.
- Excellent verbal and written communication skills
- Ability to take direction, work in teams as well as independently
- Ability to work nontraditional hours as needed

Minimum Qualifications

Graduation from an accredited college or university with a baccalaureate degree in computer science or related field and a minimum of three years of experience in network, database or business application support. The college requirement may be substituted on a year for year basis with related training and experience. Specific program language or application support experience may be required based on current vacancy. Possession of a valid State of Ohio driver's license.

Salary Range \$51,646.40 to \$68,307.20. Please submit resumes no later than 4:00 pm, Tuesday, November 22, 2022 by email to MJackson@akronohio.gov, fax (330) 375-2303 or mail to:

Montrella S. Jackson, Esq., CCE
Court Administrator
Akron Municipal Court
217 South High Street Suite 713
Akron Ohio 44308

Receipt of applications will be acknowledged by electronic mail, and only those applicants invited for an interview will be contacted by telephone. Applicants should not call or contact the Judges, the Court Administrator, the Human Resources Manager or any Court employee concerning their application.

AN EQUAL OPPORTUNITY EMPLOYER