PURPOSE

The Application Support Administrator (ASA) position serves as an Information technology subject matter expert on internal and third-party applications and integrations for HFS. The position is responsible for optimizing application functionality and transferring knowledge and solutions to users.

RESPONSIBILITIES

65% Support and Analysis
- Collaborate in the development of user and systems requirements for proposed applications and upgrades.
- Collaborate on project teams as the technical representative of IT-supported applications and integrations.
- Provides technical and application expertise related to enterprise applications such as Contact and Housing assignment solutions, Financial Management Systems, Point of Sales/Service, SharePoint, and department supported applications.
- Collaborate and support Business Analysts, Project Managers, end-users, IT systems, and service desk on the maintenance of services and applications and the support of customers.
- Prepare technical documentation for application configuration and training.
- Monitor utilization, performance, and functionality of technologies and applications.
- Understand and document best practices as described by the industry or vendor.
- Identifying and using data effectively for optimizing services.
- Provide leadership for technical and system application issue resolution.
- Other duties as assigned

25% Application Administration:
- Work with system administrators to develop, implement disaster recovery, maintenance procedures, and application roadmaps.
- Evaluate and recommend changes, updates, and support maintenance.
- Create and maintain data mapping and justification for the use of 3rd party data sources.
- Aid in configuration and maintenance of development, test, and production environments.
- Lead the internal application support team (aka POD).
- Document all systems, integrations, and interconnectivity within the HFS system environment.
- Provide unit application testing and quality assurance support.

10% Admin Functions:
- Serve on cross-functional Department teams representing systems, integrations, and support of new solutions - processes.
- Maintain IT systems subject-matter expertise through a formal and ongoing professional development plan.
- Ability to mentor/train service desk and field support teams and others of applications in our environment.
- Managing multiple tasks and priorities.
IMPACT TO THE UNIVERSITY
This position supports the infrastructure for HFS. HFS supports students with housing and dining, the campus, and visitors with dining, conference, and meeting space.

POSITION COMPLEXITIES
This position works with diverse, cross-functional teams. The position must communicate technical information and requirements to a diverse group of end-users in an understandable way. The operating environment within HFS IT is complex, with multiple lines of business.

WORKING CONDITIONS
Position works days, Monday through Friday, and support of special events. After-hours support as required though infrequent.

SUPERVISION RESPONSIBILITIES
The position has no direct reports but must facilitate work through others, including most Business and Technical positions.

REPORTS TO
Technical Manager

MINIMUM QUALIFICATIONS
• Bachelor’s degree in Computer Science, Business Administration or related field
• Three years of experience that includes success with:
  o Administration of point of service/sales solutions
  o Database access and visualization services including reporting tools such as SQL reporting and Crystal
  o Scripting languages: PowerShell, SQL, Java, and Python
  o Communicating orally and in writing to a diverse audience
  o Familiarity with Enterprise Applications such as Microsoft Dynamics GreatPlains, ADP or Workday, Contact/Content Management Systems, or Learning Management Solutions
• Presenting status updates and learning to audiences of 10-30.
• Knowledge and experience leading and participating in organizational change, systems development life cycle, and/or the Microsoft Solutions Framework.
• Excellent organizational, analytical, and interpersonal communication skills
• Equivalent combinations of education and experience may substitute for requirements

DESIRED QUALIFICATIONS
• Exposure to Change Management, Systems Development Life Cycle, or Microsoft Solutions Framework
• Excellent organizational, analytical, and interpersonal communication skills
• Certifications in applicable technology solutions

CONDITION OF EMPLOYMENT
A satisfactory outcome from the employment reference check processes and education verification