DELAWARE TRANSIT CORPORATION

POSTING NO. 037-2021

POSITION VACANCY POSTING

DATE OF POSTING December 7, 2020 CLOSING DATE January 9, 2021

METHOD OF APPLICATION: **Employment Application AND RESUME**

INTERESTED CANDIDATES MUST FILE FOR THIS POSITION BY SUBMITTING AN APPLICATION AND RESUME TO THE HUMAN RESOURCES DEPARTMENT BY 4:30 P.M. ON **January 9, 2021**.

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POSITION #: 1270

POSITION TITLE Application Support Specialist

PAY GRADE 12 PAY RATE _____ PAY RANGE $39,518 - $49,397
(MINIMUM TO MAXIMUM)

LOCATION: DISTRICT Kent County DEPARTMENT: Transit Technologies & Support Services – Transit Systems
REPORTS TO: Application Support Manager

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CLASSIFICATION: FULL TIME X PART-TIME _____

SCHEDULED HOURS 8:00 AM – 4:30 PM SCHEDULED DAYS Monday – Friday

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SUMMARY OF POSITION:

The Applications Support Specialist performs functional and administrative support services for enterprise systems, specialized applications and auxiliary software and hardware components.

The application must specifically address the qualifications, skills and experience outlined in the position's job description.

JOB DESCRIPTION AND APPLICATIONS ARE AVAILABLE ON-LINE AT www.dartfirststate.com

Delaware Transit Corporation is an Equal Opportunity Employer. Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an accommodation, applicants may call (302) 760-2891. TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

Application Support Specialist

Department: Transit Technologies and Support Services
Exemption Status: Non-Exempt
Paygrade: 12

Reports to: Application Support Manager
Essential Position: No
Issue Date: 01/01/2020

JOB SUMMARY: The Applications Support Specialist performs functional and administrative support services for enterprise systems, specialized applications and auxiliary software and hardware components.

ESSENTIAL FUNCTIONS:

Position Specific:

- Ensure and maintain data integrity by performing system and data audits
- Create and maintain functional software documentation
- Maintain and test application test scripts
- Serves as the initial point of contact for end-users and assist with identifying issues or requirements of service requests
- Prepare draft written responses to various inquiries and requests by researching and reviewing department policies and coordinating and gathering information related to department functions
- Maintain a history log with issues/resolutions as well as new development, report and security requests
- Research unfamiliar software features and solutions to user problems

Technical Skills:

- Assist in the development of standard operating procedures
- Assist in updates and maintain documentation pertaining to software functionality
- Perform Regression Testing during system updates and upgrades
- Perform tutorial and end-user support expertise for installed software

Collaboration:

- Maintain effective working relationships with all levels within the organization
- Participate on special projects including systems upgrades and implementations

Compliance:

- Apply policies and procedures in accordance with state/federal guidelines, corporate policies and collective bargaining agreements

Performs other duties as requested by Senior Management

QUALIFICATIONS: The Administrative Support Specialist must have experience in information systems, computer programming or database management and knowledge in Enterprise Resource software systems. The ability to apply current and evolving information technology to the workload is also required.

SKILLS AND ABILITIES: Demonstrate strong motivational, time management, problem-solving and organizational skills. Ability to set priorities and present and speak publicly. Ability to be detail-oriented.

Ability to work independently under general supervision. Ability to exercise independent judgement and to keep information confidential.

COMPUTER SKILLS: Demonstrated proficiency in Microsoft Office software products specifically Excel, PowerPoint and Word and standard office systems hardware.

CUSTOMER SERVICE SKILLS: Strong interpersonal skills to foster teamwork and create positive connections with customers. Establish and meet goals to increase efficiency improving customer service.

MINIMUM EDUCATION AND EXPERIENCE: High School Diploma (Associate's degree preferred) and zero (0) to three (3) years' experience in an application support environment.

REQUIRED CERTIFICATES/REGISTRATIONS: N/A

LANGUAGE SKILLS: Excellent oral and written communications skills. Ability to read, analyze and interpret common business journals and financial reports. Ability to respond to inquiries. Bilingual a plus.

MATHEMATICAL SKILLS: Ability to work with significant mathematical concepts. Ability to apply concepts such as fractions, percentages, ratios and proportions to practical situations.

REASONING ABILITY: Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to maintain a level and appropriate business demeanor. Ability to analyze complex user problems, evaluate alternatives and devise efficient cost-effective solutions. Ability to gather, interpret, analyze, evaluate and present a variety of data, solve problems and present alternatives.

PHYSICAL CAPABILITIES: The physical capabilities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS: How much on-the-job time is spent in the following physical activities?

Amount of Time

	None	Under 1/3	1/3 to 2/3	Over 2/3
Stand		x		
Walk		x		
Sit			x	
Use hands to tap, grasp, or toggle				x
Reach with hands and arms		x		
Climb or balance		x		
Stoop, kneel, crouch, or crawl		x		
Talk or hear				x

Does this job require that weight be lifted, or force be exerted?

Amount of Time

	None	Under 1/3	1/3 to 2/3	Over 2/3
Up to 10 pounds		x		
Up to 25 pounds		x		
Up to 50 pounds	x			
Up to 100 pounds	x			

More than 100 pounds	x			

Does this job have any special vision requirements? No special vision requirements.

Does this job have any special hearing requirements? No special hearing requirements.

ENVIRONMENTAL CONDITIONS: The environmental characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- How much exposure to the following environmental conditions does this job require? ***NONE***
- How much noise is typical for the work environment of this job? ***MODERATE***