

GOLDER RANCH FIRE DISTRICT

EMPLOYEE JOB DESCRIPTION

Position: Applications Specialist
Reports To: IT Services Manager
Supervises: None

FLSA: Non-exempt
Status: Full-time

Primary Function:

This position will be part of the team that is responsible for the development, maintenance and support of all the database related systems and applications for Golder Ranch Fire District. This person will work with staff and technology representatives to develop new reports and processes, in addition to refining existing ones. This position's primary role is to support users with applications related to fire records, electronic patient care reporting and other existing applications. Additionally, this position provides assistance in resolving application problems for other contracted intergovernmental agencies as needed.

Principle Duties and Responsibilities:

- Troubleshoots and resolves user requests for assistance with software applications and basic desktop user problems, or escalates/refers to appropriate source.
- Utilizes help desk software to document user issues and follows through with service requests to ensure closure and customer satisfaction.
- Handles all tier one/two helpdesk and walk-in requests as they relate to supported software applications.
- Reviews, analyzes, modifies, installs, and debugs operating and application systems.
- May perform primary imaging and PC replacement function.
- Monitors IT infrastructure and application components for proper operation within established performance, function and availability expectations.
- Performs basic desktop troubleshooting to include hardware, software, security, malware, and virus issues
- Consults with employees to insure efficient use of computer-related software.
- Assists in establishing and maintaining user accounts, files, and rights.
- Works with vendors for software support and problem resolution.
- Develops, updates, and manages documentation to support IT functions.
- May provide informal training and informational sessions for users.
- Ensure that IT related information is well-organized and accessible.
- Perform other duties as assigned.

Knowledge and Abilities:

- Knowledge of hardware and technical software operations with an emphasis on Microsoft products.
- Ability to understand basic local area network operations.
- Ability to work independently and outside normal business hours as required.
- Ability to clearly communicate with management and employees.
- Ability to drive a personal or district vehicle.
- Knowledge of and an ability to perform the principle duties and responsibilities cited for this position.
- Ability to maintain confidentiality with regard to the information being processed stored or accessed by the network.
- Ability to independently work multiple projects while meeting deadlines.
- Ability to stay current on technologies affecting the fire district systems infrastructure issues and investigate/implement new technologies.

Minimum Qualifications:

- Must possess an Associate's Degree in Computer Science or related field from and accredited college or university recognized by the U.S. Department of Education
OR
Equivalent years of work experience and the ability to obtain the degree and meet this educational requirement within three (3) years of the date of appointment to the position (as a condition of employment).
- Two (2) years full-time work experience with responsibility in technical software and hardware, PC support or any equivalent combination of experience, training, and education.
- Basic understanding of PC hardware and software.
- Basic understanding of wireless networking, wireless network components and devices to include cellular based mobile devices and tablets.
- Must possess and maintain a valid Arizona Driver's License with acceptable driving record.

Preferred Qualifications:

- Experience working with SAP Crystal Reports
- Experience with ZOLL - Data Management Software
- Experience with Microsoft SQL 2008 Server systems or newer
- Experience with Microsoft Windows 2008R2/2012 systems or newer
- Experience with Microsoft Enterprise Domain Structure
- Experience working in a Public Safety networks and/or applications environment

GOLDER RANCH FIRE DISTRICT

Physical Requirements/Working Conditions

Job Title: Applications Specialist

Physical Activity	Definition	Never	Occasionally (activity or conditions exist 0-2.5 hrs/day)	Frequently (activity or conditions exist 2.5-5.5 hrs/day)	Constantly (activity or conditions exist 5.5+ hrs/day)
Repetitive Motion	Repeating movements of arms, hands, wrists, fingers				x
Talk	Express or exchange ideas verbally				x
Hear	Perceive sound by ear				x
See	Obtain impressions through the eye			x	
Kneel	Bend legs at knee, come to rest on knees		x		
Crouch/Squat	Bend body down and forward, bending legs and spine		x		
Crawl	Move on hands, knees, and feet		x		
Climb	Ascend/descend ladders, stairs, ramps		x		
Sit	Sit				x
Stand	Stand		x		
Walk	Move about on foot; average distance per shift 3-5 miles		x		
Bend/Stoop	Bend downward and forward by bending spine at waist		x		
Lift	Raise or lower object > 10 lbs. from one level to another		x		
Lift	Raise or lower object > 25 lbs. from one level to another		x		
Carry	Transport an object		x		
Push	Press with steady force, thrust objects forward, downward, outward		x		
Pull	Drag or tug objects		x		
Turn/Twist	Move a body part in circular motion		x		
Balance	Exceeding ordinary body equilibrium		x		
Reach	Extend hands and arms in any direction		x		
Handle	Seize, hold, turn with hands		x		
Distinguish Color	Ability to distinguish color				x
Fingering	Picking, pinching, typing, or otherwise with fingers rather than whole hand				x
Grasping	Applying pressure to an object with the fingers and palm				x
Feeling	Perceiving attributes of objects, such as size, shape, temperature, or texture				x
Mental / Cognitive Activity	Definition	Never	Occasionally (activity or conditions exist 0-2.5 hrs/day)	Frequently (activity or conditions exist 2.5-5.5 hrs/day)	Constantly (activity or conditions exist 5.5+ hrs/day)
Communication	Comprehend and use basic language, either written or spoken, to communicate information and ideas				x
	Comprehend and use technical or professional language, either written or spoken, to communicate complex ideas				x
Calculation	Perform numerical operations using basic counting, adding, subtracting, multiplying, or dividing				x
	Perform complex quantitative calculations or reasoning using algebra, geometry, statistics, or abstract symbols		x		
Problem Solving	Formulate and apply appropriate course of action for routine or familiar situations				x
	Use logic to define problem, collect information, establish facts, draw valid conclusions, interpret information and deal with abstract variables for unique or unfamiliar situations				x

Environmental Conditions	Definition	Never	Occasionally (activity or conditions exist 0-2.5 hrs/day)	Frequently (activity or conditions exist 2.5-5.5 hrs/day)	Constantly (activity or conditions exist 5.5+ hrs/day)
Weather And Temperature	Protection from weather conditions but not necessarily from temperature changes		X		
	Subject to outside environmental conditions – no effective protection from weather		X		
	Activities occur inside and outside			X	
	Subject to extreme cold (typically below 32°)		X		
	Subject to extreme heat (typically above 100°)		X		
Atmospheric Conditions	One or more of the following conditions that affect the respiratory system of the skin: fumes, odors, dusts, mists, gases, or poor ventilation		X		
	Worker is required to wear a respirator		X		
Noise	Sufficient noise to cause the worker to shout in order to be heard above the ambient noise level		X		
Vibration	Exposure to oscillating movements of the extremities or whole body		X		
Hazards	Proximity to moving mechanical parts, moving vehicles, electrical current		X		
	Working on scaffolding and high places		X		
	Exposure to chemicals		X		
	Exposure to oils: air and/or skin exposure to oils and other cutting fluids		X		
	Worker is required to function in narrow aisles or passage ways		X		
	Worker is exposed to infectious diseases		X		
	Worker is required to function around prisoners or mental patients		X		

Physical Requirements Checklist

- SEDENTARY**
 - Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body.
 - Sitting most of the time.
- LIGHT**
 - Exerting up to 20 pounds of force occasionally and/or a negligible amount of force constantly to move objects.
 - Use of arm and/or leg controls requiring greater exertion of force than for sedentary work, and worker sits most of the time.
- MEDIUM**
 - Exerting up to 50 pounds of force occasionally and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.
- HEAVY**
 - Exerting up to 100 pounds of force occasionally and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects.
- VERY HEAVY**
 - Exerting in excess of 100 pounds of force occasionally, and/or in excess of 50 pounds of force constantly to move objects.

This job description is intended to indicate the basic nature of the position(s) allocated to this class and examples of typical duties that may be assigned. It does not imply that all positions within this class will perform all the duties listed, nor does it attempt to list all possible duties that may be assigned.

This job description does not constitute an employment agreement between the employer and employee and is subject to revision by the employer as the needs of the employer change and/or requirements of the job-related duties expand or are updated.

Approved by: _____
Hiring Authority Signature and Date

Employee: _____
Employee Signature and Date