

## NOTICE OF VACANCY - PLEASE POST

**TITLE:** Application Analyst

**DEPARTMENT:** Information Technology

**POSITION STATUS:** Full-time, non-union position with benefits

**REPORTS TO:** Enterprise Applications Manager

**SALARY:** Up to \$55,000.00, depending upon qualifications and experience

**DUTIES:**

Provide support of the operation of production applications, databases and related information systems.

Plan, design, test and implement software applications to user specifications and consistent with department policy. Applications may include many domains including public safety, finance, inspectional services and education.

Provide assistance to all users of the system. Recommend and/or provide training and orientation to end users. Develop instructional manuals and/or documentation for end users and other IT staff.

Create and maintain user profiles and roles, configure application parameters, write reports, enter data, and load batched data.

Extend software functionality by using knowledge of underlying table structures; develop queries and build interfaces between software products.

Configure and maintain electronic transfers between City/School systems and external third party services, data suppliers and regulatory agencies. Lead or assist with data migrations between systems.

Create reports using application specific tools as well as standard report writers (e.g. SQL Reporting Services, Crystal). Assist with the creation of reports in response to business user needs, including performance management based programs (eg, SalemStat).

Work in consultation with department and organizational staff to determine and document business processes, business rules, business requirements and translate these into technology requirements.

Train departmental specialists to generate regularly requested reports, labels, and extracts. Implement, and maintain change control and testing processes.

Respond to and resolve application access, performance and operational issues.

Assist the Enterprise Application Manager in determining future software needs and areas for improvement; recommend solutions and assist with implementation. Assist the Enterprise Application Manager in maintaining detailed licensing and related records.

Participate in evaluating and recommending new technologies which enhance and support the technology plan. Assist and provide backup for Department staff as needed, and other duties as required.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

Demonstrated experience with the MUNIS financial system, and/or any Department of Elementary & Secondary Education certified SIS; working knowledge of financial and accounting concepts.

Proven ability to analyze complex operational problems and develop solution Ability to conduct research into database issues and products as required.

Demonstrated technical expertise necessary to troubleshoot, identify and resolve software problems including: advanced knowledge of MS Office suite, including Access, Visio, Project applications; Crystal Reports; solid understanding of PC architecture and networking concepts; SQL Server.

Project management skills; ability to manage multiple projects and meet deadlines.

Ability to recognize organizational and departmental priorities and to work collaboratively to support their accomplishment.

Strong experience with customer service.

Knowledge of applicable data privacy practices and laws.

Ability to remain current with applications by reading documentation, utilizing online Knowledgebases and community forums, and attending user group meetings.

Ability to communicate effectively both verbally and in writing with staff at all levels of the organization. Ability to develop and maintain positive relationships with city and school officials, community organizations and the general public.

Ability to work a flexible schedule, which may include evenings, weekends, and holidays.

Other duties as assigned.

**QUALIFICATIONS REQUIRED:**

Bachelor's Degree in a related field and five years' experience, preferably in a municipal, school or public safety environment; or any equivalent combination of education and experience which demonstrates the requisite skills, abilities and knowledge.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the essential functions the employee may be required to stoop, crouch, reach, stand, walk, push, pull, lift, grasp, talk, hear, listen, observe, and perform repetitive motions. The noise level in the work environment is quiet to moderate. The employee may be required to lift objects up to 25 pounds. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Qualified individuals are encouraged to apply to [jobs@salem.com](mailto:jobs@salem.com) . Position open until filled.

HUMAN RESOURCES, Lisa B. Cammarata, Director

**DATED:** September 17, 2015

The City of Salem is an EEO/AA Employer