

Applications Administrator

Location: New Castle, DE

**Salary: \$55,355 to \$65,123
(Grade K)**

Opening Date: July 8, 2020

Closing Date: August 8, 2020

I. POSITION SUMMARY

The Applications Administrator specializes in performing application administration and configuration as well as identifying, troubleshooting, and resolving technical problems for the personal computer users at the Delaware River and Bay Authority (Authority). Customer Service is a critical part of this position and the Applications Administrator must have the ability to communicate at all levels regarding specific job activities. Responsibilities include application configuration and management, user set up, and training, as well as problem analysis, evaluation, duplication, and resolution. As a member of the ITS team, the Applications Administrator is responsible for first-level support for service requests. Additional responsibilities include ITS Help Desk support; answering calls, managing the software to log calls, search for known problems, create new entries/update existing entries, and guide end-users on the use of Authority's software and hardware. This position is also responsible for workstations replacement, inventory and equipment distribution management, printer service and deployment, troubleshooting, and providing assistance to the Network Engineers and System Managers. The Application Administrator is responsible for following established safety practices while performing assigned duties to protect self, co-workers and the public from personal injury and to prevent damage to Authority property. This position is subject to 24-hour on-call to maintain continuous operation of assigned databases and applications.

II. ESSENTIAL DUTIES AND RESPONSIBILITIES

- Provide first level help desk support by responding to customer requests and diagnosing and resolving computing, communications and printing issues or requests. This will involve installing, configuring, and maintaining personal computers, peripheral devices and telecommunications device hardware and software.
- Perform issue resolution utilizing remote control tools, working with outside vendors/technical support, and/or providing in-person support, including installing and upgrading software, installing hardware, configuring systems, configuring applications and documenting incidents during investigation and after resolutions.
- As assigned, provide daily maintenance, configuration, and administration for

- applications and the Internet/Intranet. Provide on-call, in-house technical expertise and feedback to end-users for application and Internet/Intranet related issue and train staff on the use of the Authority's standard software, applications, and equipment.
- Set up user network and application logons adhering to IT security, policies, and controls and provide network support for assigned systems and applications.
 - Coordinate with the Director of ITS in the recommendation and purchase of computer equipment, software, and supplies and act as liaison with vendors and consultants.
 - Provide the highest level of customer service and professionalism to all internal and external customers.

III. REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

- Strong knowledge of Windows, MS Office, VPN, Wireless, Printing, Desktop and Laptop Hardware, and Mobile technology; experience with Help Desk Service Management System
- Strong verbal and written communications skills; capable of writing basic documentation; excellent interpersonal, customer service, and phone communication skills
- Self-motivated and be able to prioritize work volume with little supervision; drive and ability to see problems through to completion; must be able to handle multiple tasks, issues or tickets and be organized
- Experience in PC hardware-software troubleshooting and repair; ability to diagnose and resolve issues with desktops, laptops, printers, and other peripheral devices; experience in making decisions concerning incident escalation and engaging external resources
- Working knowledge of Web applications and Internet technologies
- Working knowledge of Networking concepts (e.g., TCP/IP, DNS, routing, switching)
- Understanding of wireless technologies and providing assistance to remote employees
- Basic knowledge of database concepts
- Ability to work independently or effectively in a team environment
- Ability to maintain and enhance own knowledge of supported platforms through formal training and self-study
- Ability to read, analyze, and interpret technical procedures and manuals
- Ability to define problems, collect data, establish facts, and draw valid conclusions
- Ability to lift and move computer equipment weighing 40 lbs.
- Ability to provide excellent customer service

IV. REQUIRED EDUCATION AND EXPERIENCE

- High School diploma or equivalent
- Associates Degree in Computer Science, Information Systems or Computer and Network Security, preferred, significant experience may be substituted for a degree

V. LICENSES, REGISTRATIONS, AND/OR CERTIFICATES

- Valid driver's license
- Microsoft Certified Desktop Support Technician (MCDST) or Microsoft Certified Technology Specialist (MCTS) certifications preferred

VI. SPECIAL REQUIREMENTS

- All potential employees will be subject to a background investigation, pre-employment physical and drug test
- Delaware River and Bay Authority requires all employees to have direct deposit with a financial institution or enroll in the payroll card program to receive their bi-weekly pay
- Must possess a high ethical and moral character as privileged access to confidential data will be an essential component of the job function
- Must have excellent analytical, organizational, and communication skills
- Must be able to organize and prioritize work, be proactive, take initiative, resolve problems, follow through, and manage multiple priorities to ensure goals are met in a timely manner
- Must have high level of interpersonal and customer service skills
- This position is required to be available for duty at all hours (24x7) as may be required in order to maintain continuous operation of the DRBA networks.
- This position may be required to travel to other DRBA locations to address incidents with computer equipment and/or to install and configure new computer equipment

Revised: July 2020