



TOWN OF NORMAL
invites applications for the position of:

Applications System Specialist

SALARY: \$63,615.00 - \$82,605.00 Annually

OPENING DATE: 10/24/22

CLOSING DATE: 11/11/22 05:00 PM

JOB DESCRIPTION:

The starting salary for this position is \$63,615 to \$82,605 depending on qualifications; full salary range is \$63,615 to \$101,168.

The I&T Department aids the organization in navigating the complexities and advantages of a dynamic and transforming technology environment. This position supports the Innovation & Technology (I&T) Department in leading smart city-oriented projects while supporting enterprise applications. The Application System Specialist supports evolving technologies such as drones, augmented reality, AI and Machine learning. This position will also serve as a key integrator between existing systems, such as GIS and Microsoft Office 365, with developing technologies.

This position provides technical support to other departments as they utilize technology to improve their operations. This position requires the ability to work independently. A successful Application System Specialist must have a strong technical background, excellent communication skills, and the aptitude to learn new technologies quickly. This position reports to the Director of Innovation and Technology.

DUTIES/ESSENTIAL JOB FUNCTIONS:

- Provides advanced system and process support for software applications such as Office 365, electronic content management systems, and emergency communication platforms.
- Supports cross-platform integrations across various enterprise applications including geo-spatial applications.
- Conducts research on evolving technologies including drones, augmented reality, Internet of Things (IoT), and related connectivity.
- Works with cross-departmental teams to advance emerging technologies.
- Establishes strategic plans and governance structures, such as directives and policies, to sustain the use of newer technologies across all Town departments.
- Works closely with I&T staff to develop and support applications and automations using no code/low-code platforms (e.g. Microsoft Power Platform).
- Maintains accurate inventory of applications developed and application change logs.
- Prepares and maintains technical documentation in a user-friendly format.
- Creates Knowledge Base Articles (KBA) on Tier 1 and Tier 2 application issues and troubleshooting methods for multiple audiences.
- Plays a key role in the department's strategic planning processes, specifically providing expertise on existing and evolving technologies.
- Coordinates end-user trainings on technologies and applications supported by this position.
- Continually seeks opportunities to learn and implement new tools to improve business processes.
- Performs other duties as assigned.

REQUIRED KNOWLEDGE, SKILL AND ABILITIES:

- Experience with and knowledge of SQL or other relational databases.
- Sound scripting knowledge, preferably in Python.
- In-depth understanding of Windows systems and Office 365 suite (including Teams, SharePoint, Power Apps, Exchange, and Azure Active Directory).
- Sound knowledge and experience with ArcGIS.
- Understanding of data visualization tools such as Microsoft Power BI.
- Knowledge and experience using ETL tools.
- Intellectual curiosity and aptitude to learn new technologies.
- Excellent customer service skills and the ability to communicate with staff who possess varying degrees of technical knowledge.
- Strong project management skills.
- Ability to evaluate newer technologies and software for appropriateness within the business environment.
- Ability to teach non-technical audiences about technological topics and concepts.
- Ability to interact effectively with Town staff at various levels, vendors, regional partners, and consultants.
- Ability to accept direction and to work effectively as a member of the team with minimum supervision.
- Strong trouble shooting and diagnostic skills.
- Possess ability to flex work schedule to adapt to changing business needs.
- Possess valid Driver's License.
- Ability to pass criminal background check and polygraph upon conditional employment offer.

DESIRABLE TRAINING AND EXPERIENCE:

A bachelor's degree from an accredited college or university in computer science, mathematics, Geographic Information Systems, engineering, or related field with heavy emphasis or experience in technology is preferred. Three or more years of experience in application development is preferable, or any other combination of training or experience which provides the required knowledge, skills and abilities to fulfill the job duties.

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.normal.org>

Position #297
 APPLICATIONS SYSTEM SPECIALIST
 JK

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 Normal, IL 61761
 309-454-9518

jkeigher@normal.org

The Town of Normal is an equal opportunity employer.

Applications System Specialist Supplemental Questionnaire

- * 1. I understand that due to the security clearance required to successfully perform these duties at all required locations, I must be able to pass a comprehensive background check if and when a conditional offer of employment is made.

Yes No

* Required Question