| City of Chesapeake | Class Title: Business Applications Specialist I |
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| **Job Class Code: 1705** | **FLSA Status: Non-Exempt** |
| **Pay Basis: Salary (Annual)** | **EEO Category: 3** |

## GENERAL DESCRIPTION

The purpose of the class is to provide functional business application support and technology solutions to an assigned department or function. The class is responsible for evaluating the efficiency and effectiveness of department application processes, recommending enhancements, and coordinating solutions. The class works closely with Information Technology (IT) personnel in the design, development, customization, and maintenance of technology solutions (commercial-off-the-shelf and custom developed applications and services). The class works within a general outline of work to be performed; develops work methods and sequences under general supervision

### TYPICAL TASKS

- Provides system and process support for software applications; responds to functional related inquiries regarding system functionality and operations.
- Analyzes business operations and identifies business needs and process improvements.
- Evaluates existing or proposed specialized department applications independently or as a member of a team.
- Works with customers and other technology personnel to develop requirements and documentation for new solutions and revisions to existing solutions.
- Researches and assesses system functionality and coordinates implementation and testing with the Department of Information Technology and departmental users.
- Assists in troubleshooting system issues and works with vendor(s) and IT personnel to determine appropriate corrective actions.
- Provides training and coaching to City staff on process automation solutions and contributes to the development of user training materials and guidelines/procedures.
- Performs ongoing functional level system maintenance/administration to ensure applications stay aligned with business processes.
- Manages systems security levels and user accounts.
- Performs administrative functions such as maintaining records, assisting with budgets and monitoring expenditures, compiling and preparing reports or studies, entering and updating data, and other related tasks.
- Performs other related duties as assigned.

### GENERAL STANDARDS

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| **Data Involvement** | Coordinates and determines time, place or sequence of operations or activities based on analysis of data or information and may implement and report on operations and activities. |
| **Interpersonal/People Involvement** | Gives instructions, guidance, or assistance to people to directly facilitate task accomplishment; may give instructions or assignments to helpers or assistants. |
| **Reasoning Requirements** | Performs work involving the application of principles of logical thinking and administrative, professional, and information system practices to diagnose or define problems, collect data and solve abstract problems with widespread unit or organizational impact. |
| **Mathematical Requirements** | Uses basic algebra involving variables and formulas and computes discounts, interest rates, ratios, and percent's. |
| **Language Requirements** | Reads journals, manuals, and professional publications; speaks informally to groups of coworkers, staff in other organizational agencies, the general public, and people in other organizations; composes original reports, training and other written materials using proper language, punctuation, grammar, and style; presents training programs. |

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| **Mental Requirements** | Performs professional level work requiring the application of principles and practices of a wide range of administrative, technical, or managerial methods in the solution of administrative or technical problems; applies extensive understanding of operating policies and procedures to solve complex administrative problems; requires continuous, close attention for accurate results or frequent exposure to unusual pressure. |
| **Decisions/Supervisory Control** | Guides others, making frequent decisions, affecting the individual, clients, coworkers, and others that depend on the service or product. |

## KNOWLEDGE, SKILLS, AND ABILITIES

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| **Knowledge** | Knowledge of basic, effective processes, methods, and techniques to analyze and evaluate business operations; general knowledge of information technology software, hardware, and network communication technology. |
| **Skills** | Must be skilled in problem solving, non-technical troubleshooting, and the use of various software systems. |
| **Abilities** | Must have the ability to analyze and evaluate administrative processes and procedures for automation purposes; ability to communicate effectively both orally and in writing; ability to train and prepare training materials; ability to establish and maintain effective business relationships. |

## EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

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| **Vocational/Educational Requirement** | Requires any combination of education and experience equivalent to an associate's degree in computer science, information systems, business management, or a closely related field. |
| **Experience** | In addition to satisfying the vocational/education standards, this class requires a minimum of two years of related, full-time equivalent experience. |
| **Special Certifications and Licenses** | May require a valid driver's license and a driving record that is in compliance with City Driving Standards. |
| **Special Requirements** | Employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies. Emergency operations support work and work locations may be outside of normal job duties. |

## ADA REQUIREMENTS

The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

*This is a class specification and not an individualized job description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but it is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.*

*Revised 07/16/2020*