

CITY OF CHATTANOOGA

Classification Specification Title: Applications Administrator

Department: Technology Services

Pay Grade: GS.

Supervision Received From: Director IT Infrastructure

FLSA Status: Exempt

Supervisory Responsibility For: None

Established: 12/05/23

**Revision Dates: 3/28/25;
8/27/24**

CLASSIFICATION SUMMARY:

The incumbent in this position will be responsible for providing support for all software applications, to include maintaining, monitoring and troubleshooting issues, forecasting and planning for application capacity and demand.

SERIES LEVEL:

The Applications Administrator is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Assists in application project implementations and upgrades of applications.

Communicates with product owners and business stakeholders to understand requirements, identify application impacts, and recommend solutions.

Performs and assists with system-level testing to ensure application functionality.

Maintains software including installations, configurations, updates and patches, user authentication, management and provisioning.

Monitors and troubleshoots capacity, performance and availability issues in the assigned environment(s).

Performs proactive analyses of relevant system log files to maintain application health.

Forecasts and plans for application capacity and demand.

Provides ownership for identification, documentation and resolution of all application-related problem tickets.

Use of the support ticketing system, partners with manager-level internal staff and vendors to analyze current operational procedures, identify and escalate issues, and create effective resolutions.

Develops documentation for cross-training.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Bachelor's Degree in Information Technology, Information Systems, Computer Science or Similar or four (4) additional years related work experience or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

None

KNOWLEDGE AND SKILLS:

Experience in installation, configuration, upgrades, and providing application administrator support. Experience with monitoring tools, load balancers, and high availability tools and strategies. Experience with troubleshooting for and being accountable to end users. Knowledge of ITIL process framework-incident management, problem management, change management and service level management. Continually gain new knowledge, and understand new technologies, by reading and understanding technical publications. Ability to determine, define and analyze problem definitions, requirements, and propose solutions. Ability to work in a team-based environment. Ability to communicate effectively verbally and in writing. Ability to problem solve and think logically. A self-starter able to work independently or in a team environment. Ability to be a team player who is self-organized, self-disciplined, and eager to constantly improve themselves and team processes for efficiency and progress. Ability to adapt to a changing work environment.

PHYSICAL DEMANDS:

Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:

Sedentary Work: 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. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.