

**KING COUNTY LIBRARY SYSTEM**  
**Job Description**

Title: **Business Applications Software Specialist**

Dept.: **Business Applications**

Reports to: **Business Applications Manager**

Effective Date: **Revised January 2019**

Job Code Number: **20504**

Grade Number: **19, Represented**

FLSA Status: **Exempt**

General Position Summary:

Provides software application administration. Creates, implements, and maintains technical application solutions in applying appropriate technology to projects of a broad organizational scope. Provides support for assigned business applications and related projects. Consults with internal staff and external resources to evaluate existing applications, methodologies and technologies and resolve problems. Applies advanced knowledge and skills in multiple integrated specialties to manage technical issues that have significant effects in multiple integrated areas.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Performs software administration and back-end technical service and support for assigned business applications. Designs and implements creative and enduring solutions. Develops and maintains technical documentation.
2. Creates and provides consultation for reports and statistics using contemporary tools that integrate and cross-reference various applications. Prepares reports and analytical materials to illustrate objectives, activities and accomplishments in areas of responsibility.
3. Monitors assigned business applications, initiates improvements and takes corrective action to prevent or minimize system down time.
4. Troubleshoots to resolve system related problems of various applications. Coordinates with relevant System and Database Administrators.
5. Tests software system upgrades and enhancements for effectiveness.
6. Provides specialized technical and application support for Business Applications staff, KCLS staff and users.
7. Provides knowledgeable and effective customer service on a wide spectrum of applications.

Secondary Duties:

1. Assists other ITS staff with implementation of Business Applications projects.
2. Performs other related duties as assigned.

Core Competencies:

### **Valuing Diversity**

Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn about differences.

### **Customer Focus**

Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

### **Ethics, Values and Judgement**

Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organization's values, moral principles, and accountability through behavior, character, and action. Defends intellectual freedom and confidentiality.

### **Professional and Technical Knowledge**

Demonstrates proficiency in professional and technical skills and/or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to better foster personal success and connections for others.

### **Communicates Effectively**

Conveys ideas/information in a way that is clear, engaging, and suitable to the audience. Main point of their message is apparent. Listens more than they speak, responds appropriately. Seeks influence.

### **Work Quality**

Inspires and strives for excellence in all aspects of work including setting high standards of performance for self and others; ensures that results are complete and accurate; exhibits attention to detail.

### **Accountability**

Holds self, direct reports, and others accountable for achieving intended outcomes; follows up and monitors progress to ensure that things stay on track; models organizational values and norms.

### **Managing Change**

Embraces organizational changes and their rationale, models behavior needed during improvements in organization's effectiveness, competitiveness, and public service delivery; manages own reactions and supports others in the process.

### **Drive for Results**

Focuses on results and desired outcomes and how best to achieve them; does not confuse effort with results. Gets the job done.

## **DESIRED MINIMUM QUALIFICATIONS**

Education and Experience:

A typical way of obtaining the knowledge, skills and abilities necessary to successfully perform the essential duties of the position is:

- Bachelor's degree from an accredited school with major in information systems, business applications programming or related field, preferred.
- Equivalent of full-time work experience in applications development, software design or systems analysis may substitute education on a year for year basis.
- Five years' work experience in application administration and support.
- Or, any equivalent combination of education and experience that provides the knowledge, skills, and abilities to perform the duties and responsibilities of the classification.

**SPECIAL REQUIREMENTS**

Valid Washington driver's license.

**PHYSICAL DEMANDS**

While performing the duties of this job, the employee is constantly using hands in conjunction with frequent finger use and keyboarding, this computer work may be repetitive up to occasionally. Constantly sits and will seldom stand or walk. Will frequently reach up to chest level with hands and arms to work at a desk. The employee will occasionally lift to 10 pounds and seldom up to 35 pounds and seldom push/pull carts using light force.

**WORK ENVIRONMENT**

Work is performed in a normal office environment. Occasional travel within the service area is required. Work may involve evening and early morning hours.

Advancement Possibilities:

Business Applications Manager

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: \_\_\_\_\_  
Director of HR