Job Description

Position Title: Associate Manager, Data & Application Support Analyst
Classification: Associate Manager
Pay Grade: Level 9
Department: Information Technology
Employment Status: At-Will
Position Reports To: Assistant Director, Information Technology
Positions Supervised: None
Judgment Exercised: Exercises standard independent judgment
Overtime Status: Non-Exempt

Position Summary

Provides expert technical application support to staff regarding Cal Cities’ Association Management Software (AMS), Office 365 and other software solutions as needed. Responsible for creating and documenting standards for application use, training staff, determining opportunities for data use, maintaining data integrity and governance, provide data analysis and recommendations, working across the organization to achieve operational efficiencies and support within Cal Cities tech stack. Responsible for interacting with staff and city officials to maintain data within the AMS system as well as updating processes and workflows for business needs across the organization.

Essential Duties and Responsibilities

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Information Technology

- Provide application support for Cal Cities AMS system and serve as primary contact for all inquiries and issues
- Responsible for working with staff and city officials to maintain data and update workflows according to present and future organization needs.
- Develop methods and techniques to improve processes by working with business experts and other staff.
- Develop and maintain Application Support standards, procedures, resolutions, and training documentation as required.
• Provide detailed documentation and training on applications.
• Create and generate templates, views, and queries by using SQL programming and database concepts.
• Write, maintain, and support a variety of reports or queries utilizing appropriate reporting tools.
• Assist in development of standard reports for ongoing organizational needs.
• Help maintain data integrity in systems by running queries and analyzing data.
• Maintain database updates and data
• Provide data analytics to support organizational decision making and information analysis
• Investigate and troubleshoot any data and application issues
• Assist IT Director in strategic planning in relation to Cal Cities AMS system and tech stack, new updates or processes, and implementation of new applications.
• Assist and manage rollout responsibilities in alignment with Cal Cities strategic planning and technical application needs.
• Support Cal Cities staff and teams in technology adoption and application through training, documenting, creating, and designing different processes of application use
• Provide leadership in application integration, data migration, and synchronization

General
• Excellent written and verbal communication skills and the ability to articulate concepts effectively to business users and technologists at all levels.
• Proven ability to manage pressured environments.
• Ability to operate in a team environment.
• Proven ability to assimilate and apply information rapidly and effectively.
• Ability to plan and coordinate projects and complete objectives.
• Stay updated on technology changes or problems.
• Ability to achieve an advanced level of skill in the use of organization-specific applications and specialized applications related to departmental functions
• Potential travel to various technology events.
• Occasional travel as assigned to provide on-site staffing to multi-day meetings.
• Performs other duties as required.

Job Qualifications

Knowledge/Skills:
• SQL/database skills, writing queries, reports, and ability to organize in a readable fashion
• Strong analytical, organizational, and problem-solving skills
• Wide knowledge of business applications and solutions
• Knowledge of Office 365 Suite, MS Dynamics and supporting applications and products
• Deep understanding of data structures and ability to apply data models and concepts
• Ability to combine attention to detail whilst understanding the wider business and technology context.
• Ability to think and see beyond the obvious and provide integrated, well thought out solutions to complex problems.
• Willingness to learn both the technology and business.
• Self-starter with proven experience of ability to multi-task, being able to prioritize and follow through on tasks.
• Ability to critically think through complex problems and submit solutions
• Strong interpersonal skills and ability to work well with others.
• Good phone skills with the ability to provide technical support over the phone.
• Willingness and ability to work within a team environment.
• Hands on experience with application and data rollouts and implementation
• Ability to mesh well with existing IT team by being a good listener, a team builder, and an articulate contributor to the IT vision.
• Sensitivity to others, customer service attitude.
• High integrity, intelligence, and judgement.
• Ability to generate trust and build confidence with co-workers.
• Interpersonal skills using tact, patience, and courtesy.
• Analyze situations accurately and adopt an effective course of action.
• Sustain a positive, “can-do” attitude and commitment to customer service for both internal and external customers.
• Respond immediately to changes, demands and workload in a positive and pleasant manner.
• Establish and maintain effective work relationships with those contacted in the performance of required duties.
• Employs strategies and approaches to ensure and improve inclusion, diversity, and equity-based outcomes within the organization and across Cal Cities policies, programs, and services. Establish and maintain effective work relationships with those contacted in the performance of required duties.
• Be self-supervising and independently follow through on necessary tasks.
• Perform duties with professionalism, both individually and as a member of a team.
• Be flexible while performing multiple activities.
• Interpret and apply Information Technology policies, procedures, guidelines, rules, and regulations.
• Effectively communicate clearly and concisely with diverse audiences, both verbally and in writing.
• Travel as needed to perform duties and advance organization goals and objectives.
• Establish and maintain cooperative and effective working relationships with others.

Experience and Training
Minimum of 4 years’ experience in application and data support. Experience and knowledge in reporting writing tools, SQL reporting services or similar reporting software. Experience and knowledge with business applications and software implementation. Familiarity with SQL programming and writing queries. Experience in Office 365, MS Dynamics or association relational databases preferred. Bachelor’s degree or equivalent preferred.

Physical Demands and Work Environment
The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee regularly works in a business office setting. Tasks require variety of physical activities, not generally involving muscular strain, such
as walking, standing, stooping, sitting, reaching, climbing and moderate lifting. Regular and consistent in-person interaction and continuous talking, hearing, and seeing required in the normal course of performing the job. Common eye, hand, finger dexterity required to perform some essential functions. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving. Infrequent automobile and airline travel required in normal course of job performance.

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**Equipment Used**

<table>
<thead>
<tr>
<th>Computer, keyboard, mouse</th>
<th>Copier /Scanner</th>
</tr>
</thead>
<tbody>
<tr>
<td>Printer Telephone</td>
<td>Smart Phone</td>
</tr>
<tr>
<td>Automobile</td>
<td>Current office applications</td>
</tr>
</tbody>
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