Position Title: Application Support Specialist

Function: Under the direction of the Chief Information Officer, the Application Support Specialist will be a member of the Information Systems team with a focus on supporting end user needs. This role will provide user support as well as project based work in a collaborative effort with others on the team, and will help maintain software solutions in order to achieve campus objectives.

Essential Responsibilities:
1. Provides timely support for end user needs related to campus administrative software. Manages, prioritizes, and responds to requests in the helpdesk system assigned to the Information Systems team. Functions as the primary person within the Information Systems team to manage the helpdesk queue and resolve or escalate tickets as necessary.
2. Collaborates with the Information Systems team to complete application development and integration projects based on campus priorities and objectives.
3. Creates reports and assists others in creating reports with data housed in SQL Server.
4. Writes and executes scripts that maintain the accuracy and integrity of the college’s data.
5. Administers application security for the campus administrative software and report security for various campus reports.
6. Performs installation and configuration of administrative software on the college’s servers. Periodically upgrades the campus administrative software as needed.
7. Facilitates in-person meetings when additional communication is needed between multiple parties during a software rollout or enhancement.

Additional Responsibilities:
1. Monitors server error logs on a routine basis and resolves or escalates errors once they have been identified.
2. Pursues professional development opportunities in coordination with the Chief Information Officer in order to maintain a current skill set.
3. Researches and recommends new technologies that ensure the continuing integrity and agility in the college systems.
4. Cross trains with the rest of the application support team in order to maintain consistent service when others are out of the office or assigned to a specific project.
5. Assists in training new team members and end users on existing college technologies, policies, and procedures.

6. Collaborates with a team of student software developers who work to create and improve web-based resources for our users.

**Required Knowledge, Skills, and Abilities:**
In order to fully perform the above functions, the incumbent must possess the following knowledge, skills, and abilities, or demonstrate that the major responsibilities of the job can be accomplished, with or without reasonable accommodation, using some combination of skills and abilities.

1. Must profess faith in Jesus Christ as Lord; must accept Gordon’s Statement of Faith; must practice Christian values in daily interactions with students, faculty, staff, and the public as outlined by Gordon’s Statement of Life and Conduct; and must work to advance Gordon’s mission through this position.

2. Bachelor’s degree (or equivalent knowledge).

3. Experience with Microsoft SQL Server scripting and management, including the creation of tables, stored procedures, functions, triggers, and views.

4. Web and UI development experience with some or all of the following is highly desirable: HTML, JavaScript, and CSS, React, ColdFusion, ASP.Net.

5. Previous report writing experience using SQL Server Reporting Services.

6. Familiarity with the following software applications is a plus: Jenzabar One, Microsoft Dynamics GP, PowerFaids, SalesForce, Slate, Fundraise, Wordpress, Filemaker.

7. Working knowledge of Microsoft Active Directory (AD), Active Directory Lightweight Directory Services (AD LDS) is highly desirable.

8. Previous experience in a higher education environment is highly desirable.

9. Strong communication and teamwork skills with both technical and non-technical employees of the college. This includes the ability to actively listen to others in order to fully understand their issues and needs.

10. Ability to continuously learn how campus software products are used in order to support the end users of these products.

11. An understanding of software development life-cycle and methodologies.

12. Must be able to work with minimal supervision and demonstrate an ability to manage multiple priorities while working effectively with others.

13. Must be open to learning new technologies, as determined by the Chief Information Officer, in order to enhance and supplement our current software systems.