Class Title: Application System Engineer I, II, III   **Class Code**: I-3380, II-3381, III-3382
Department: Information Systems   **Grade:** I-22, II-24, III-26
FLSA: Exempt   **Eff Date:** 09/09/1997
    Revised: 01/24/2025

GENERAL PURPOSE

Under general guidance from the IT Manager, Application Technologies, manages and supports County departments with technology applications; conducts software evaluation, implementation, configuration, upgrades, training and support.

EXAMPLE OF DUTIES

ASE Level I:

Fields incoming help requests for third-party and in-house developed applications from end users via telephone, in-person and electronic submission in a courteous manner.

Documents all pertinent end user identification information, including name, department, contact information, and nature of problem or request.

Builds rapport and elicits problem details from County employees and customers.

Prioritizes and schedules tickets. Escalates tickets (when required) to the appropriately experienced technician.

Records, tracks, and documents the help desk request problem-solving process, including all actions taken through to final resolution. Tests fixes to ensure problem has been adequately resolved. Performs post-resolution follow-ups to help requests.

Learns appropriate software used and supported by the organization.

ASE Level II:

Assists ASE Level I group if necessitated by high call/request volumes.

Resolves issues that are escalated from Tier I support group with minimal supervision. Provides feedback/training to Tier 1 group regarding resolutions and process.

Develops help sheets, knowledge-based articles and frequently asked questions lists for Tier 1 support group and end users.

Manages routine system tasks, maintenance and reporting.

Coordinates with vendors and end users to address and resolve issues.

ASE Level III:

Assists ASE Level I and II groups if necessitated by high call/request volumes.

Resolves complex, critical issues that are escalated from Tier I/II support groups with minimal supervision. Provides feedback/training to Tier I/II groups regarding resolutions and process.

Manages projects, including system upgrades, patches, and configurations, ensuring smooth implementation and minimal disruption.

Reviews support data to identify trends, completes root cause analysis and investigates and purposes long-term solutions focused on system optimization and functionality.

Mentors and trains Level I and II personnel.

Creates and provides training to various user groups throughout the County.

Works with IT Managers to establish, document and implement industry-best practices.

Represents IT Manager in various capacities as requested.

Provides website content management.

MINIMUM QUALIFICATIONS

1. **Education and Experience:**

Applications System Engineer I: Graduation from an accredited college or university with a bachelor's degree in computer science, computer or software engineering, information technology or a closely related field; *OR* an equivalent combination of education and experience substituting one for the other on a year-for-year basis.

Applications System Engineer II: Graduation from an accredited college or university with a bachelor's degree in computer science, computer or software engineering, information technology or a closely related field plus three (3) years of related experience; *OR* an equivalent combination of education and experience substituting one for the other on a year-for-year basis.

Applications System Engineer III: Graduation from an accredited college or university with a Bachelor's degree in computer science, computer or software engineering, information technology or a closely related field plus six (6) years of related experience; *OR* an equivalent combination of education and experience substituting one for the other on a year-for-year basis.

Education or experience for all levels must include:
- Providing customer service
- Support of complex software applications
- Project management

Preference for all levels:
- Education or experience with SQL Server and the SQL language
- Industry certification or training specialty (Microsoft, Spillman, Cisco, Comptia, etc.)
- Accounting and finance experience

Career Ladder: This position is part of a career ladder job series (I/II/III). Incumbent in this classification may be eligible for career ladder advancement on her or his eligibility date after meeting the minimum requirements for the position, if recommended by his or her supervisor and approved by the department administrative officer.

2. **Other Qualifications:**

May be required to pass a criminal history background investigation.

Employees driving a personal or a county vehicle for job related travel must possess a valid driver license, maintain the minimum vehicle liability insurance as specified in Utah Code, and operate a motor vehicle in a safe manner; new employees with an out-of-state license must obtain a valid Utah Driver License within sixty (60) days of hire date (exceptions for military personnel and their dependents).

3. **Necessary Knowledge, Skills and Abilities:**

Knowledge of: technical reporting; analytics capabilities; relational database design; database driven client/server information systems on a Windows platform; software development lifecycle; project management; database querying tools and scripting.

Skill in: keyboarding; troubleshooting and problem solving; using all applicable hardware and software applications; using complex web-based applications. Must have excellent communication skills.

This position may require the driving of a motor vehicle; skill in operating a motor vehicle in a safe manner; ability to ensure motor vehicle is operating in a safe manner; knowledge of Utah motor vehicle rules and regulations.

Ability to: articulate system policies, procedures and guidelines to all levels of management and staff; summarize data and findings into consolidated reporting and presentation; troubleshoot performance based issues and propose solutions; work with users in a customer-liaison type role; finish assignments in a timely and effective manner; set work priorities; plan and accomplish goals and work with minimal supervision; adapt and learn new skills; communicate effectively (verbally and in writing); follow written and verbal instructions; establish and maintain effective working relationships with supervisors, other employees and departments, and the general public.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. ***All requirements are subject to possible modifications to reasonably accommodate individuals with disabilities.***