

MAINE MARITIME ACADEMY

A College of Engineering, Management, Science, and Transportation

SYSTEMS SUPPORT SPECIALIST

POSITION OVERVIEW

As a member of the IT team, the Systems Support Specialist is responsible for providing application support to MMA end users to help them better utilize computer applications in the fulfillment of business objectives. The Systems Support Specialist works to achieve both effective and efficient use of new and existing platforms, and the successful integration of these platforms into end user work processes.

DUTIES

- Responsible for day-to-day support of Academy application systems.
- Works with end-users, other Academy staff and application vendors to resolve application issues, which may require in-depth analysis and testing.
- Keeps end-users informed of how and when problems are resolved.
- Analyzes workflow and business practices of functional business areas to better understand and support end-user needs.
- Recognizes and identifies potential areas where existing policies and procedures require change, or where new policies and procedures need to be developed.
- Proactively identifies problem trends and known error conditions and work towards a permanent solution.
- Identifies and recommends solutions and customizations to meet end-user needs.
- Assists with the creation of software based solutions for automating manual tasks and/or improving productivity.
- Creates reports for end-users using Academy-supported reporting tools.
- Provides individual and/or group instruction and training to staff and/or faculty on software applications and systems.
- Assists the Application Integration Specialist with identification of data hygiene issues; trains end-users on how to prevent and/or correct data hygiene issues; responsible for ongoing monitoring of data hygiene prevention and correction.
- Assists other applications team members on project related tasks

- Participates in evaluation of proposed software or software enhancements for feasibility.
- Creates and maintains SOPs for existing and new procedures for both other IT staff and end-users.
- Provides introductory training to new employees in the enterprise software areas that they support.
- Responsible for client installations of enterprise software.
- Responsible for leading end-user support groups.
- Other duties as assigned.

SKILLS

- Excellent customer service skills, and the ability to work well with both internal (Academy) customers as well as external entities.
- Knowledgeable with industry standards and best practices for application development and architecture.
- Ability to work with customers who have varying degrees of technical expertise.
- Exceptional troubleshooting ability required to solve non-routine, complex problems as they arise.
- Computer hardware and software skills are required.
- Ability to troubleshoot software.
- Critical thinking skills.
- Ability to work in a team oriented, collaborative environment is required.

QUALIFICATIONS

- Bachelor's Degree or equivalent technology experience
- Minimum of 3 years of experience in a technical support role
- Prior experience providing application support to broad business and technical groups in a non-profit or educational setting
- In depth knowledge of MS SQL databases and transact SQL language
- Experience with various APIs and programming languages is desirable
- Experience training users on new application features and functionality
- Excellent verbal and written communication skills
- Some proven experience in Microsoft Dynamics GP is desirable
- Some proven experience with PowerCampus or equivalent student information system is desirable

WORKING CONDITIONS

- Environment can be stressful, competing projects and demands
- Frequent bending and twisting in awkward positions
- Frequent contact with students, parents and external entities
- Some lifting of moderately heavy equipment for various reasons
- Occasional weekend and evening work required

Factor	Degree	Points
Knowledge and Skill	7	252
Effort		
A. Mental and Visual Effort	5	40
B. Physical Effort	2	16
Responsibility for Cost Control	5	40
Responsibility for Others		
A. Injury to Others	2	16
B. Supervisory Responsibility	3	24
C. Sensitive Information and Records	5	40
Working Conditions	2	16
Responsibility for External and Internal Relations	4	32
		476
Pay Range	21	