

Job Title: Support Analyst II

FLSA Status: Non-Exempt

Department: Various

Grade: 9

Accountable To: Various

Summary of Position

Responsible for providing support to the users of LOGIS applications on a daily basis. This assistance includes functioning as a source of information, providing guidance and instruction in the use of all aspects of the LOGIS Management Information System; and performing problem-solving tasks as required by the users. Support may be over a ticketing system, email, virtual meeting (Teams), at a client site, within a user group meeting, or as part of LOGIS training. The majority of support is performed through the ticketing system.

Essential Functions

- Have a strong understanding of the LOGIS Management Information System.
 - Continue required training and certifications to maintain current knowledge of assigned application operations from both a user and technical viewpoint.
Maintain current knowledge of operational procedures to ensure the highest level of support, consultation, and training for our users.
- Use knowledge of database procedures to support SQL access, queries, and special requests; coordinate support with other LOGIS teams.
- Prepare training materials for presentation to the users.
- Train end users as necessary or as requested.
- Prepare changes to applicable user manuals and online help to correct errors, clarify information, or reflect system modifications and enhancements.
- Visiting user sites as needed for the purpose of maintaining an awareness of any problems or special needs a user may have, and to build strong client relationships.
- Facilitate user group activities:
 - Conduct meetings in a manner that allows all users to participate in defining requirements and discussing problems.
 - Guide the users in reaching a conclusion or making a decision.
 - Prepare meeting notices, agendas, and background materials as needed; ensure distribution to the appropriate users.
 - Record notes of the meetings.
- Evaluate software products to determine suitability for LOGIS users and make recommendations accordingly.
- QA Test program/application changes in accordance with implementation standards:
 - Test modified programs.
 - Test third party application updates.
 - Provide adequate notification to users of changes.
- Perform problem investigation as required by users; formulate recovery strategies that involve the least impact possible to the users.

- Recommend changes to the LOGIS applications as errors or deficiencies are discovered.
- Analyze and define users' requirements for system enhancements and modifications in accordance with LOGIS standards.
- Convert and/or implement LOGIS applications for new and existing clients.
- Learn the use of system tools to aid database manipulation, report generation, and problem-solving.
- Perform more complex data communications support in the absence of technical staff.
- Mentor Support Analysts I to gain knowledge and understanding of the LOGIS Management Information System.
- Other duties as assigned.

Essential Competencies

Communications Skills - Must have strong written and verbal communication skills in English to effectively represent the organization to internal staff, members, consultants, and vendors. Ability to actively listen, clearly articulate technical information to non-technical users, and communicate solutions in a positive and professional manner.

Decision Making - Must act in a decisive manner, using good judgment. Must be able to understand the request or situation, effectively obtaining additional information to develop solutions, assessing the various implications, and providing strong recommendations. There are differing levels of independence. Make sure you have a clear understanding of your manager's expectations.

Interpersonal Relationships – The ability to work collaboratively with co-workers and members is essential. Must be consistent and ethical in working with everyone excluding personal biases. Must be sensitive to others' concerns whether directly or indirectly impacted. Must strive to promote a cooperative and positive atmosphere within the organization and with our members with diplomacy and tact. Must have the ability to accept constructive criticism.

Quality of Work – LOGIS strives to be a high performing organization. Must be able to produce high quality results within the required parameters to assist the members and management in achieving goals.

Technical Knowledge - Must have strong communication skills, both written and verbal, and strong organization and facilitation skills. Must exhibit an exceptional level of analytical skills to analyze and formulate solutions. Requires a solid foundation in IT support, with proven diagnostic and analytical skills to resolve technical issues. Should be proficient in adapting to new technologies and tools, with strong organizational and facilitation abilities.

Physical - Must have ability to read and discern visual images on a variety of media. Must have the ability to remain seated or stand at the same workstation for up to 8 hours at a time with appropriate breaks within that period. Must have the ability to utilize various forms of media and technology.

Security Awareness - Requires a solid understanding of security best practices and the importance of protecting sensitive information. Proactively adheres to security protocols and guidelines. Understands the importance of maintaining confidentiality of user data and protecting against unauthorized access.

Required Qualifications

- Bachelor's Degree in Business Administration, Accounting, IT, or related field.
- Minimum of three years providing intermediate level of user support.
- Minimum of three years' experience working in a data processing environment, preferably providing application support to end users.
- Experience using software related to the application being supported, i.e., Enterprise Resource Planning (ERP – Financial System), Public Safety Suite, Permitting, Property Data, Special Assessments, or Park and Recreation dependent on the department.
- Demonstrated excellence in interpersonal communication, with the ability to collaborate effectively across teams and departments.
- Strong analytical and problem-solving skills, with a proactive approach to identifying and resolving technical issues.
- Clear and professional communication skills, both verbal and written, with attention to detail and audience.
- Proven ability to work independently with minimal supervision, as well as thrive in a team-oriented environment.

Preferred Qualifications

- Experience with Microsoft operating systems and software products.
- The completion of some Management Information Systems courses is preferred.
- Previous application support experience desired

Access to Non-Public Data

This position may have access to non-public internal and external data as part of work assignments. Please refer to the Employee Handbook for details in managing and releasing data. In addition, if at any time you are unsure, discuss the situation with your supervisor for approval prior to releasing any data.

Members' Data

The position may have access to any and all of our members' data as required by work assignments. This data should only be used and/or released to our business partners as

required for LOGIS to provide service to the members. This is their data, and dissemination is controlled by them. If you have any questions, discuss the request with your supervisor.

BCA Requirement

All LOGIS positions require compliance with BCA regulations regarding an employee's criminal history. As such, LOGIS reserves the right to verify employee criminal history as needed to ensure compliance.

Transportation Requirement

This role necessitates travel to member sites as needed. Employees must either hold a current, valid driver's license and have access to a reliable, operable vehicle, or ensure timely and dependable alternative transportation is available on short notice. Compliance with all applicable federal, state, and local laws related to vehicle operation is required, including maintaining at least the state-mandated minimum insurance coverage for bodily injury and property damage. LOGIS reserves the right to review employee driving records as necessary.