

## Application Support Analyst

\$54,830 / year or higher DOQ + [Full-Time County Benefits](#)

James City County Information Resource Management Department seeks an individual to perform experienced work evaluating, analyzing, managing, maintaining, and developing solutions for the County's diverse information systems.

### Responsibilities:

- Perform administration activities include working with subject matter experts to understand the business needs and requirements to determine the right technical architecture and configuration that would support the requirements.
- Work closely with vendor (Tyler), Enterprise Land Management and IT departments to maintain support and enhance the core application.
- Assist Enterprise Land Management team in prioritizing and managing small projects center around increasing the core system functionality.
- Oversee security, and workflow management of assigned system while also working with other IT staff to provide data to our Business Intelligence tool.
- Establish metrics to support the department's performance requirements and gauge the effectiveness of ongoing processes and functions.
- Serve as an expert resource for all EnerGov software users and a liaison between users and the vendor's support services.
- Schedule and apply upgrades, including coordinating user testing and approval signoff.
- Build reports to support federal, state and local monitoring.
- Investigate and offer ways to improve efficiencies and provide maximum benefits to the department and citizens in order to take full advantage of software.
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### Requirements:

- Any combination of education and experience equivalent to a Bachelor's degree in GIS, Computer Science, Information Systems/Technology or equivalent; and considerable related experience; experience in plan review, permitting, or code enforcement preferred; or, any equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above, unless otherwise subject to any other requirements set forth in law or regulation.
- Must possess or be able to obtain within thirty (30) days of hire a valid Virginia Driver's Licence and have an acceptable driving record based on James City County's criteria.
- May require specific technology-related certification based upon assignment.
- Knowledge of Crystal Reports, Sisense, MSSQL, Toad for SQL, and business intelligence methodology.
- Knowledge of plan review, permitting, inspections, and code enforcement preferred.
- Skill in EnerGov System Administration of Land Management Suite, Crystal Reports 10 or higher, Microsoft SQL Server 2012 or higher, SQL Server Reporting Services (SSRS), and business analysis and technical requirement gathering.
- Knowledge of principles and processes for providing customer service including setting and meeting quality standards for services, and evaluation of customer satisfaction.
- Ability to configure Tyler EnerGov application for workflow, data collection, and transaction reporting and management analysis/visualization; support integration with other enterprise systems (PCI, Sisense, HMS, Billing, etc.); communicate effectively, both orally and in writing; work on several projects simultaneously and meet deadlines; work collaboratively and maintain effective working relationships with County officials, employees, and the public.

**Accepting applications until 11:59pm EST on 11/23/2019 or until filled, whichever comes first. Only online applications to our website will be considered. To apply, please visit the James City County Career Center at <https://jobs.jamescitycountyva.gov>**