POSITION DESCRIPTION FORM

POSITION INFORMATION					
Position Title	APPLICATION AND SOFTWARE SPECIALIST			**FLSA Status**	Non-exempt
Location/Base	Port Angeles, Washington	**FTA Safety-Sensitive**	No	**Pay Range**	6
Reports To	Operations Manager	**Represented Position**	No	**Supervision**	No
Position Action	Update			**Effective Date**	10/27/2024

POSITION SUMMARY

Under the general direction of the operations manager this position provides recommendations, procurement, development, implementation, monitoring, and maintenance of Clallam Transit System's (CTS) application and software systems. Provides user training and support. Works collaboratively with the information technology (IT) specialist to help assure all CTS IT systems and infrastructure remain operational and well-maintained.

ESSENTIAL FUNCTIONS

Functional Areas: Establishes, monitors, and maintains CTS's application and software systems including procurement recommendations, implementation, network software and applications installation and upgrades. As the administrator of software technologies provide for the integration, implementation, maintenance, and user training and support of enterprise-wide systems. Assures CTS applications and software systems remain operational and maintained. Researches, implements, and maintains scheduling and enterprise-wide software systems for the operations department.

Establishes and administers user accounts and workstations. Coordinates and assigns security identification to users to ensure data protection from unauthorized users.

Works collaboratively with the IT specialist to enforce system and network security guidelines and procedures.

Training and Support: Provides technical assistance and support to staff in the use of computers, software, and networks. Provides training opportunities or coordinates training with outside providers. Supports and assists end-users throughout CTS regarding enterprise-wide and departmental applications and software.

Technologies: Makes recommendations regarding the procurement of software systems and manages procurement of such. Maintains current knowledge of advancements of computer technology and security. Designs, creates, and backs up databases. Documents standard operation procedures for computer-related functions.

Writes queries from databases to extract data and create customized reports. Prepares and maintains records related to software inventories, procedure manuals, system logs, and other information. Installs and upgrades system software. Performs standard maintenance, preventative maintenance, modification, testing, and debugging. Tests according to appropriate standards. Ensures compliance with software licensures, including and ISP domain.

Cybersecurity: Responsible for cybersecurity measures, procedures, and documentation. Oversees and coordinates with the IT specialist all security for software and network components. Collaboratively develops and implements security and network recovery strategies and firewall infrastructure. Continuously monitors and secures network from intrusion attempts and attacks. Collaborative conducts risk assessments and business impact analysis on new systems and technologies.

IT Software: Responsible for research, development, installation, implementation, and maintenance of software applications.

Professionalism: Conducts duties professionally, with the highest of ethical standards, and exercises discretion of confidential or sensitive information. Demonstrates the example of expected behavior. Develops and maintains harmonious and cooperative working relationships.

Safety and Emergency Preparedness: Promotes a culture of safety and individual responsibility within CTS. Complies with emergency response and loss control program requirements. Promptly reports accidents or incidents and prepares all necessary reports. Establishes and maintains emergency disaster operations of information technology and security. Participates in training as required.

Working Relationships: Promotes an atmosphere of cooperation and teamwork among all levels of CTS. Establishes and maintains effective and collaborative working relationships with all internal and external contacts. Promotes diversity within CTS. Engages in proactive and collaborative efforts to reach appropriate resolutions. Provides courteous and helpful service to customers. Responds to and reports customer concerns appropriately.

Communication: Communicates effectively with internal and external representatives to exchange information and resolve issues related to departmental activities. Maintains ongoing communications with the finance manager regarding current and potential issues and engages in proactive and collaborative resolutions. Provides accurate, timely, and detailed oral and written communications.

Schedule: Reports to work as scheduled. Hours of work may be adjusted for workload necessity or as approved by the department manager.

Records Management: Coordinates electronic records retention and archival with CTS's designated Records Manager.

Other: Performs other duties as assigned.

REQUIRED QUALIFICATIONS

Education and Experience: A bachelor's degree in computer science, information technology, cyber security or closely related field, or relevant IT Certificate(s). Experience demonstrating competency and knowledge may be substituted for up to two (2) years of the educational requirement. Two (2) years of information technology experience: analyzing, designing, programming, installing and/or maintaining computer software applications, hardware, website management, telecommunications, network infrastructure equipment, and providing customer technical support.

Licensures and Certifications: None.

Knowledge/Competencies: Installation, operation, maintenance, and development of personal computers, networks, equipment, and software applications. Troubleshoot and resolve equipment and software issues. Develop, install, and maintain hardware and software. Installation, operation, maintenance, and development of networks and personal computers. Develop and maintain computer network operating systems.

Ability to Communicate: Strong oral and written communication skills, including the ability to summarize and document analyses, conclusions, policies, and procedures in a concise manner. Use tact, discretion, confidentiality, and courtesy in all communications. Complete timely records and reports.

Ability to Use Technology: Advanced computer proficiencies with complex systems.

Other Abilities: Perform all essential functions of the position with or without accommodation. Perform duties in a timely, safe, and accurate manner. Understand and follow work rules and procedures. Follow safe work practices and identify occupational hazards.

PHYSICAL DEMANDS

Spend approximately 90 percent of time sitting at a desk or table. 10 percent of time is divided between walking and standing. Occasional lifting of up to 30 pounds may be necessary. Frequent keyboarding and telephone use. Fluency in written and spoken English. Able to converse and listen at ordinary sound levels.

WORKING CONDITIONS

Employment: Must pass a background check that may include criminal, financial, employment, and driving histories. Designated as at-will employment and not covered by the labor agreement. Day and overnight travel may be required.

Environment: CTS is a drug and alcohol-free workplace. Duties are performed primarily in an office setting, while sitting at a desk or workstation, using standard office equipment and complex software.

Schedule: CTS's workweek is designated from 12:00 a.m. on Sunday through Saturday at 11:59 p.m. Position is scheduled for 40 hours per week. Position is not exempt from the overtime provisions of the Fair Labor Standards Act (FLSA) and is eligible for overtime compensation. Hours of work may be adjusted within the workweek to accommodate workload requirements.

APPROVAL		
Human Resources Manager Barb Cox	Date	10/22/24
Operations Manager Jason McNickle	Date	
General Manager James I. Fetzer	Date	10/22/24

Disclaimer: The statements contained herein reflect general details as necessary to describe the essential functions of this position, the level of knowledge and skills typically required, and the scope of responsibility. This description of duties should not be considered inclusive of all of the work requirements. Individuals may perform other duties as assigned, including work in other functional areas to cover absences or relief, to equalize peak work periods, or to otherwise balance the workloads. This does not establish a contract for employment and is subject to change at the discretion of the employer.

Clallam Transit System is an equal opportunity employer and does not discriminate on the basis of race, sex, age, color, religion, national origin, marital status, veterans status, disability status, sexual orientation, or any other basis prohibited by local, state, and federal law.