

FY26 REQUEST FOR APPLICATION SPECIALIST

Technology & Information Services Department

Background

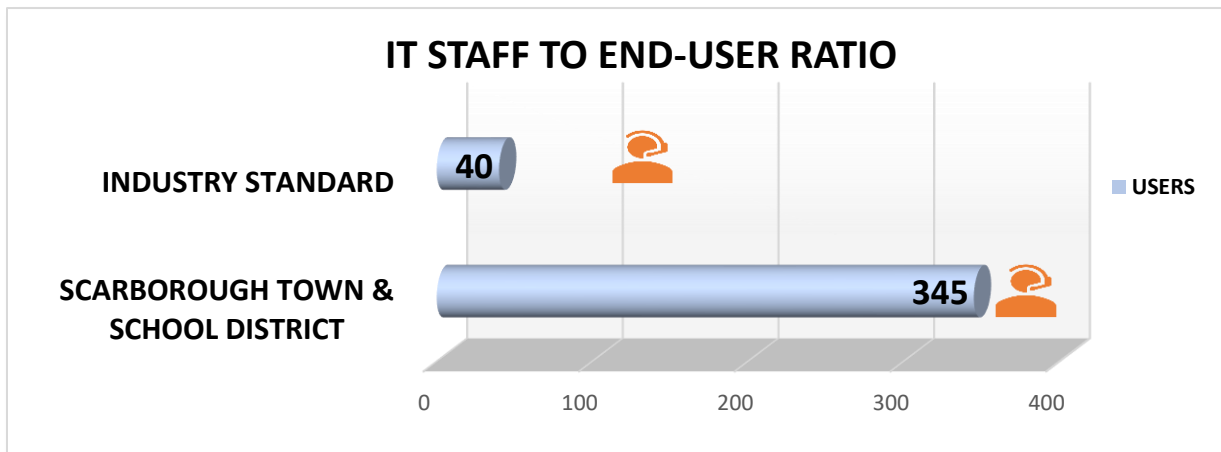
The Technology & Information Systems Department works across all Town and School departments and is comprised of eleven staff members covering six primary areas of responsibility:

1. Administration & management
2. Networking & infrastructure
3. End-user hardware
4. Application management
5. Cybersecurity
6. Online services

More specifically, the staff is accountable for:

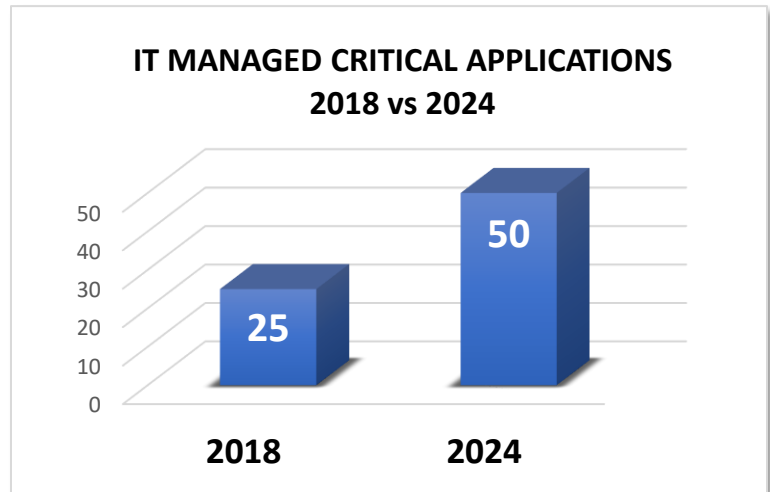
- Servicing approximately 3,800 employees and students across
- Managing technology in 19 physical locations
- Maintaining over 16,000 devices
- Managing 16 miles of Town fiber and connectivity
- Manage, monitor and maintain the Town and School web sites, intranets, and all peripheral/connected services
- Responding to over 4,500+ help desk tickets, in addition to in-person, email and call requests for service
- Providing project management support for five to ten major town and school projects
- Supporting and/or administering approximately 50+ applications

Our staff to end-user ratio is a staggering 1:345. Normal industry standards are one IT staff person per 40 to 50 end-users in a complex environment.

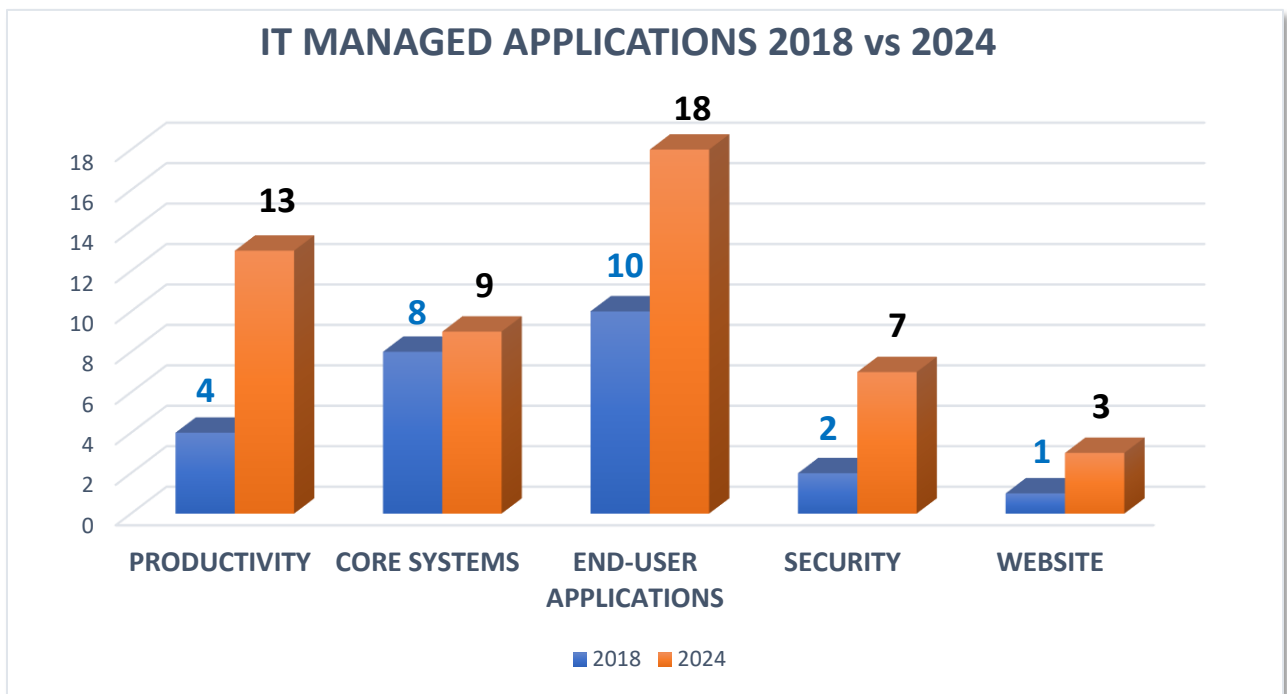


We do not have dedicated personnel for the help desk, so all IT staff are expected to consistently monitor and respond to tickets and questions as they are received. The sheer volume of service requests and complexity of projects has increasingly strained our staff resources.

Over the last five years, we have added approximately 25 new major applications, doubling our managed environment. Since the pandemic, remote services has become an integral part of conducting all aspects of municipal and school business and has increased the number of mobile devices, as well as back-end resources to manage remote access platforms.



Additionally, we have seen a critical uptick in cybersecurity risk and threats, compounding the challenge of monitoring and securing our infrastructure.



Conversely, we lost one position – the K12 Technology Specialist – which among other activities, assisted with end-user training, documentation, application monitoring and maintenance.

New Position Request

The large increase in applications has resulted in a critical need for an Applications Specialist. The primary responsibilities of this position will be to provide support to select critical systems and software, including but not limited to:

- Implementation including identifying parameters, field mapping, formulas; integration points and necessary application programming interfaces (APIs); data conversion and validation; testing, training and documentation
- User provisioning including establishing administrative procedures, authentication requirements (multi-factor authentication, single-sign on, etc), access controls and audit reports
- Documentation including training materials, end-user manuals, processes and procedures
- Vendor liaison including reporting and resolving issues, coordinating assistance for troubleshooting, implementation, ongoing maintenance, and general user questions
- Upgrades and releases including testing and training, updating documentation, reporting bugs and fixes, end-user communications
- Special projects including vetting new solutions, researching emerging technologies, staying current on new features and functionality within existing applications, and other projects as assigned
- Continuous Performance Review including monitoring functionality and usage of applications, ensuring optimization of new and existing features and maximizing system capabilities and output

This is a full-time, year-round position primarily based in the Technology & Information Services offices. Compensation will be evenly divided between Town and School budgets.

JOB DESCRIPTION

Title: Application Specialist
Department: Information Technology
Status: Full-time, Non-Exempt
Grade:
Revised: December 10, 2024

NATURE OF WORK

The Application Specialist provides system administration including but not limited to:

- Support for software installs, implementations, integrations, releases and upgrades
- Assistance with user provisioning and authentication
- Report writing
- Testing
- Troubleshooting issues
- Creating documentation
- Assisting end-users with functionality and usability

The Application Specialist will participate in various projects across the Town and School, and will liaison with vendors and internal staff as needed. Additionally, the Application Specialist will research and provide feedback on new and emerging technologies.

This employee interacts considerably with Town and School management and staff at all levels. Independence, initiative, resourcefulness, analysis and follow-through are expected of the employee in the normal conduct of the work.

ESSENTIAL FUNCTIONS (*illustrative examples; not intended to be all-inclusive*)

1. Support applications critical to the organization including maintenance, monitoring, troubleshooting, vendor relations and end-user problem solving and provisioning. Manage routine upgrades, updates and enhancements to ensure reliable and effective operation of applications. Ensure change management processes are followed to maintain a stable production environment.
2. Conduct continuous performance reviews including monitoring functionality and usage of applications, ensuring optimization of new and existing features and maximizing system capabilities and output
3. Draft process and procedure documentation, provide back-up support as needed for other applications within the IT Department.

4. Coordinate vendor involvement on assigned projects to install new software, releases, and upgrades; add new functionality and/or resolve problems for timely project completion; spearhead efforts for successful system integrations and data migrations.
5. Coordinate access authorization and controls for assigned systems, maintaining an accurate audit record of all requests and monitoring license compliance and alignment with the department budget. Adhere to and uphold Town of Scarborough and Scarborough School District cybersecurity and data privacy practices, procedures and policies.
6. Evaluate system processes and utilize results to develop and implement solutions that ensure business continuity within the Town and School District technology ecosystem.
7. Provide back-up for new employee onboarding and training for various applications as needed.
8. Perform other duties as assigned.

REQUIREMENTS OF WORK

Strong combination of communication, interpersonal, and leadership skills.

Collaborative skills to work effectively with municipal and school staff, faculty and leadership.

Ability to understand complex challenges and recommend appropriate technological solutions that meet these challenges.

Broad base of technical knowledge in audio visual hardware, systems and applications.

Ability to work independently, maintain confidentiality, and to develop and maintain positive working relationships with town and school employees, public officials, vendors, suppliers and the general public.

Ability to prioritize workload

Must be self-motivated, thorough and detail-oriented.

Strong presentation and training skills.

Driver's license with excellent driving record is required.

Availability to work evenings is required.

DESIRABLE EXPERIENCE AND TRAINING

- Associates Degree in Information Technology, Computer Information Science or other related technical discipline highly preferred.
- Three to five years of similar or related experience.
- Excellent technical, analytical and project management skills.
- Demonstrated commitment to strong customer service practices, continuous improvement processes, and professional growth by staff.
- Strong interpersonal and leadership skills in a team-based, multi-org environment.
- Excellent written and oral communications skills.
- In lieu of the above, any equivalent combination of training and experience that provides the following knowledge, abilities and skills may be considered at the discretion of the Town of Scarborough.

PHYSICAL DEMANDS AN WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The work requires some physical exertion such as long periods of standing; walking over rough, uneven, or rocky surfaces; recurring bending, crouching, stooping, stretching, reaching, or similar activities; recurring lifting of moderately heavy items (50 pounds or more) such as computers and record boxes. The work may require specific, but common, physical characteristics and abilities such as above-average agility and dexterity.

The work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices and meeting and training rooms, use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated, and ventilated.