Definition of Class
This is a professional position in which the incumbent supports one or more software applications, manages accounts, recommends and implements enhancements to existing software applications, and collaborates with customers, technical team members and management to solve technical challenges.

Examples of Work Performed
Configures software applications and performs application upgrades.

Monitors performance of applications by reviewing process runtimes, checking log files, and engaging with users of the application to ensure that the application is running at its best.

Performs gap analysis of software applications. Identifies bottlenecks and barriers and proposes solutions. Evaluates alternative solutions.

Develops recommendations that outline cost, advantages and disadvantages.

Manages user accounts and authorizations by establishing processes for the provisioning and de-provisioning of roles, troubleshooting account authorization issues, responding to account-related audit reviews, etc.

Develops detailed and concise application documentation for training users and conducts one-on-one as well as group training sessions.

Makes recommendations on how application can be used to match organizational needs. Integrates the application with other software packages.

Enhances user access to data by creating and running reports for departmental use.

Defines requirements for both interfaces between applications and/or systems as well as new functionality requested from departments.

Ensures adherence to data security policies by leading departments towards the proper applications/processes to handle the transfer/storage/use of sensitive data.

Serves as liaison with vendor support unit by opening trouble tickets.

Provides details to vendor regarding technical/software issues by building test scenarios within the vendor’s system that accurately illustrate the specific problem/issue, providing detailed documentation showing step-by-step details to recreate the issue, and working with the basis and systems teams to open a remote connection to the specific system.

Researched the cause of technical and application issues by researching the issue in the appropriate online technical forum (e.g. the SAP Service Marketplace or Blackboard support system). Applies recommended fixes to remedy technical issues.

Performs similar or related duties as assigned or required.

Essential Functions
The essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring Department.

1. Provides support for software applications.
2. Manages data associated with software applications.
3. Serves as a liaison with vendor support units.
4. Recommends and implements enhancements to existing software applications.
5. Collaborates with customers, technical team members, and management to solve technical challenges.

**Minimum Qualifications**
These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to The University of Mississippi's Department of Human Resources in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

**Physical Requirements:** These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

**Physical Exertion:** The incumbent may be required to lift up to approximately 10 pounds.

**Vision:** Requirements of this job include close vision.

**Speaking/Hearing:** Ability to give and receive information through speaking and listening.

**Motor Coordination:** While performing the duties of this job, the incumbent is regularly required to use hands to finger, handle or feel objects, tools, or controls. The incumbent is frequently required to sit, stand or walk; and reach with hands and arms. The incumbent is occasionally required to stoop, kneel, crouch or crawl; and climb or balance.

**Experience/Educational Requirements:**

**Education:**
Bachelor's Degree in Computer Science or related field from an accredited four-year college or university.

AND

**Experience:**
Two (2) year of experience related to the above described duties.

**Substitution Statement:**
Related experience may be substituted for education, on a basis set forth and approved by the Department of Human Resources.

**Interview Requirements**
Any candidate who is called for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

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