Position Title: IT Application Specialist

Department: Brokerage Administration

Reports to: Executive Director

Revised Date: 2/25/22

Employment Status: Full-time 37.5 hours per week, at minimum

Comp Grade: 7

Work Hours: TBD based on business needs between the hours of 8AM – 5PM / evening and weekend hours as needed

FLSA: Exempt

Supervisory Responsibilities: N/A

Position Summary:
This position supports and manages the resolution of application and system issues that arise across the business with all our applications as well as managing the ticketed query system. Provides first and second line application support, resolving technical queries, and communicating solutions directly to our employees, vendors, and members.

Essential Functions/Position Responsibilities:
- Provides technical support to the department, employees and our vendors and members, resolves and troubleshoots all application related issues
- Analyzes application related issues, and proposes solutions
- Implements and provides vendors access to software
- Manages and maintains member, vendor, and facility portals ensuring that systems are fully operational
- Manages, adopts, and utilizes functionality for on time performance metrics for the GPS Tracking Supplier Driver Application
- Develops reporting/ ticketing system and ensures comprehensive database of queries and resolutions are kept up to date
- Maintains and documents all member and vendor feedback for quality assurance purposes
- Develops maintenance plans and upgrading schedules for all applications

When duties and responsibilities change, the employee may be asked to perform other duties as required as business needs dictate. Employees are required to identify any changes in their job duties since the descriptions were last reviewed. Additionally, MART may ask that employees conduct a review of their position as part of the performance-evaluation process.

Qualifications:
- HS Degree, Associates degree in Computer Science, Information is preferred
- 1+ years equivalent work experience required
- Working knowledge of IT/application support and of the software development cycle
- Knowledge of Android and iOS software platforms
- Previous experience dealing with support cases or requests via e-mail, telephone and in person

- Knowledge of the logic flow of programming like Python, Java, C++, Ruby etc.…
- Excellent customer service skills
- Must maintain confidentiality of PHI & HIPAA
- Reliable means of transportation

Skills:
- Effective oral, written and listening communication skills
- Excellent analytical, problem-solving, and critical thinking skills
- Ability to work both independently and as part of a team
- Must be able to work under pressure and meet deadlines, while maintaining a positive attitude
- Detail oriented with strong organizational, troubleshooting, and time management skills

Working Environment and Physical Demands:
Works primarily in a typical, climate-controlled office environment

PHYSICAL REQUIREMENTS	RARELY (15%)	OCCASIONAL (15%-40%)	FREQUENT (40% - 70%)	CONTINUOUS (OVER 70%)
Ability to work closely with diverse group of people				X
Regular, predictable attendance				X
Ability to sit for extended period				X
Use of hands and fingers to operate telephone and computer				X
Moderate noise		X		
Hearing			X	
Dusty Environment	X			
Exposure to Fumes/Odors	X			
Exposure to Heat/Cold Temps	X			
Climbing Stairs		X		
Walking		X		
Stress			X	
Standing		X		
Stooping		X		
Bending		X		
Climbing Ladder	X			
Twisting Neck			X	
Reaching/Pulling/Pushing		X		
Lifting 10 lbs. or less			X	
Lifting 40 to 50 lbs.	X			
Driving		X		
Specific Vision Abilities- close vision due to computer work				X
Color Vision – Ability to identify and distinguish colors			X	
PHYSICAL REQUIREMENTS	RARELY	OCCASIONAL	FREQUENT	CONTINUOUS

	(15%)	(15%-40%)	(40% - 70%)	(OVER 70%)
COGNITIVE REQUIREMENTS				X
Communication Oral			X	
Communication Written			X	
Interpreting Skills				X
Implementing				X
Evaluating				X
Organizing			X	
Consulting			X	
Analyzing				X
Presenting		X		
Supervising	X			
Ability to Deal with Stressful situations			X	
Ability to Deal with Trauma, grief, death	X			
Ability to deal with Public Contact			X	
Decision making			X	
Work with Others			X	
Work Alone				X
Concentration				X
Comprehend and follow instructions				X
Relate to Others			X	
Influence Others			X	
Perform complex or varied tasks				X

Special Comments:

Manager Signature:_____ **Date**_____

Human Resources Signature:_____ **Date:**_____

Printed Employee Name:_____

Employee Signature:_____ **Date:**_____