



Position Title: Application Support Engineer

Pay Grade: 20

Period of Employment: 12 months

Description Approved/ Revised: 01/2025 FLSA Status: Exempt

Supervised by and/or Reports to: Coordinator of Information Technology

General Responsibilities: Provides comprehensive technical, functional, and strategic support for key departmental and division-wide software applications.

Essential Duties:

(This list is intended solely as an illustration of the various types of work performed. The omission of specific duties does not exclude their addition if they are similar to or a logical extension of the position.)

- Provides functional application design and development to include identifying, defining, and modeling requirements for packaged applications and custom components.
- Documents requirements, specifications, and conducts enhancements, upgrades, and modifications of function applications.
- Implements packaged applications and customized software modules.
- Participates in cross-functional meetings to develop and implement solutions and optimize operations.
- Supports all software and operating systems related to applications.
- Receives requests from users for service and support related to functional applications.
- Investigates, determines and documents business solutions for complex system problems in an effective, timely manner.
- Proposes interim solutions and work-around for system issues.
- Analyzes and recommends workflow, process improvement, and business practices to streamline business operations.
- Participates in evaluation, testing, selection, and implementation of new applications and software enhancements.
- Creates, revises, and maintains division wide reports.
- Creates and maintains data export/imports for division supported applications.
- Defines and creates test plans, scripts, and procedures based on requirements.
- Coordinates testing, and verifies data integrity and quality assurance based on best practices.
- Ensures understanding of business and academic functions and processes needed.

- Sets up and maintains user accounts and access to systems according to established procedures, working with Server Engineer to integrate LDAP or Active Directory, where possible.
- Ensures security of all system and user data.
- Prepares system documentation in non-technical terms for users.
- Maintains and prepare records, logs, and reports related to assigned applications.
- Establishes and maintains cooperative relationships with all users and departments.
- Performs other duties as requested.

Requisite Knowledge, Skills, and Abilities:

- Three (3+) years of experience with database design, development, support/troubleshooting and administration of relational databases.
- Experience in using relational database tools for support and reporting.
- Experience supporting ERP systems, including implementation, upgrades, and operations and maintenance.
- Expert knowledge of Microsoft SQL, Oracle and Microsoft Access.
- Experience deploying and supporting student information systems and other enterprise business and academic applications. Experience with a K-12 institution is a plus.
- Working knowledge of Windows domain infrastructure and related components.
- Knowledge and skills related to data conversion and manipulation processes.
- Ability to perform quality assurance and control testing of software.
- Ability to gather and document system requirements related to proposed and existing applications.
- Strong analytical, critical thinking, and problem-solving skills.
- Ability to work under deadline pressures.
- Ability to research and provide feedback on business trends.
- Interpersonal skills for working effectively with division employees and on cross-functional teams.
- Ability to plan, organize, and prioritize work; with the ability to multi-task.
- Strong oral and written communication skills.
- Serve as role model.
- Ability to work flexible hours, as required to support systems and applications.

Requisite Education and Experience:

- Must possess at least a Bachelor's degree in Computer Science or a related field.
- Three (3) years of successful full-time experience supporting applications, databases, and information systems; including design, development, analysis, and testing.

- A comparable amount of training and experience may be substituted for the minimum qualifications.

Physical Requirements:

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to: a personal computer, calculator, copier, and fax machine. Some climbing, stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, grasping, or repetitive motions required.

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This job description is intended to accurately reflect the position activities and requirements. It is neither intended to be, nor should it be construed as, an all-inclusive list of the responsibilities, skills, or working conditions associated with the position. The administration reserves the right to modify, assign, or remove duties as necessary.