



**Winnebago County**  
*The Wave of the Future*

**JOB POSTING  
EFFECTIVE 1-1-2025**

**POSITION TITLE:**                    **Application Administrator**

**LOCATION:**                            Information Technology

**HIRING RANGE:**                    \$73,576 - \$81,752/Yr.

**STATUS:**                             Full Time

**HOURS PER WEEK:**                40

**WORK HOURS:**                    8 am – 4:30 pm

**APPLICATION DEADLINE:** **Ongoing**

*Current Winnebago County employees interested in applying for this position will need to complete the Winnebago County Application for [Departmental Transfer/Position Change](#) form. Other parties interested in applying for this position will need to complete the [Winnebago County Application for Employment](#).*

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**WINNEBAGO COUNTY  
POSITION DESCRIPTION  
November 2024**

**POSITION TITLE:**                    **Application Administrator**

**DEPARTMENT:**                    Information Technology

**PAY BASIS:**                         Salary

**PURPOSE AND SUMMARY:**

Aids in the evaluation, implementation, and ongoing maintenance of software applications within county departments. Acts as the liaison between the department and the vendors/suppliers of the on-premises or cloud-based software. Coordinates with other Information Technology staff to ensure correct people are involved in tasks and projects.

### **ESSENTIAL FUNCTIONS:**

1. Administers, monitors, and maintains user accounts and permissions to internal and external software products used in departments.
2. Coordinates various software projects for the departments, which may include facilitation, lead, participation, management or collaboration in software acquisition, design, testing, implementation, training, documentation, and upgrades of on-premises or cloud-based software.
3. Facilitates communication with software vendors and suppliers including coordination of implementation and upgrade, troubleshooting, and service ticket entry. Maintains an inventory of all applications including purpose, functions, department leads, and vendor/supplier maintenance hours, service contracts, and contact information.

### **ADDITIONAL ESSENTIAL DUTIES:**

1. Translate administrative concepts, principles, practices, and workflow of the departments into technical needs or corresponding solutions.
2. Actively engages in Departments problem solving and improvement of processes.
3. Oversees the operation of the timekeeping system including the programming of pay rules and changes. Acts as a resource to users of system for troubleshooting various issues.
4. Prioritizing application support and acting as a resource to departments for enterprise-wide software, specifically including the Enterprise Resource Planning (ERP) software (currently Tyler ERP).
5. Ensures compliance with all local, state, and federal laws governing the collection, retention, and reporting of information resources, such as HIPAA.
6. Coordinates, provides, or oversees training of employees in their respective software systems.
7. Has a knowledge of existing software functionality and features to help determine if software assets can be utilized across departments.
8. Facilitates discussion and documentation of outage and disaster recovery procedures related to software applications for department's COOP/COG plans.
9. Communicate GASB 96 subscription information to Finance.
10. Performs other related duties as may be assigned.

### **WORK RELATIONSHIPS:**

1. Reports to Technical Support Supervisor.
2. Collaborates with others assigned to project teams.
3. Works with entire Information Technology staff, other county departments, vendors, and software manufacturers.

### **REQUIRED EDUCATION, EXPERIENCE, TRAINING, AND CERTIFICATION:**

1. Associate's degree from an accredited institution of higher learning, preferably in Computer Science, Information Systems, Project Management or a related field.
2. A minimum of four years' work experience including considerable knowledge of PC systems and integration.

3. An equivalent combination of education and experience that provides the skills necessary to perform the job may be considered as alternative qualifications.
4. Existing knowledge or experience desired with applications such as enterprise resource planning, timekeeping, priority-based budgeting, agenda and minute prep, and/or imaging.
5. Ability to pass a strict background check and fingerprinting for security compliance.
6. Possession of a valid Wisconsin Driver's License and maintenance of insurance levels in accordance with County standards.

#### **KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Knowledge of personal computers, peripherals, communication networks, device configurations, and associated hardware and software.
2. Knowledge of microcomputer hardware and software products, and the assessment of such in a networked environment.
3. Ability to think logically, work accurately and quickly, and perform under pressure.
4. Ability to troubleshoot, analyze problems and take appropriate action.
5. Ability to establish and maintain effective working relationships with all departmental personnel and users and vendor personnel.
6. Ability to effectively teach others in the use of office automation systems and equipment.
7. Ability to work independently or as a member of a team, and to initiate and complete projects with limited supervision.
8. Ability to coordinate multiple problems and projects.
9. Ability to read and understand technical literature.
10. Considerable ability to communicate effectively in written and oral form and to translate technical terminology into layman's terms.
11. Strong written and verbal communication skills including listening skills.

#### **PHYSICAL REQUIREMENTS:**

1. Ability to lift microcomputer hardware as required for installation (not to exceed 50 pounds).
2. Ability to communicate for long periods of time on the phone while troubleshooting user problems.
3. Ability to function in situations encountered in a normal office environment in a professional and business-like manner.
4. Ability to work under pressure and maintain a consistent professional demeanor.
5. Ability to use standard office equipment including telephone, computer, printer, photocopier, and scanner.
6. Ability to travel to other County departments and locations.