

Nature of Work

The Application Administrator position is responsible for the configuration, operation, security, and ongoing support of enterprise business applications. This role ensures that assigned applications are reliable, secure, well-integrated, and aligned with business needs. The Application Administrator serves as the primary technical owner of the application platform(s), coordinating with vendors, users, Information Technology, and Information Security to maintain system availability, data integrity, and effective use of application functionality.

This position plays a critical role in system lifecycle management, including configuration, upgrades, access control, incident response, and integration oversight, while ensuring changes are tested, documented, and implemented in accordance with organizational standards.

Supervision Received

Position receives direction from the Application Administration Manager or designee.

Supervision Exercised

None.

Essential Functions

System Configuration & Maintenance

- Monitor application health, capacity, performance, and uptime to ensure reliable system operation.
- Configure application modules, features, and functionality to meet business and operational requirements.
- Maintain application environments including Test, Beta, and Production.
- Apply vendor patches, updates, and version upgrades in accordance with change management practices.
- Test all configuration changes, updates, and releases in non-production environments prior to deployment to production.

Security & Access Control

- Provision, modify, and de-provision user accounts and roles in accordance with approved access policies.
- Conduct periodic access reviews and audits to ensure appropriate access and segregation of duties.
- Partner with Information Security to support compliance, security reviews, and remediation efforts related to the application.

Vendor & Stakeholder Coordination

- Serve as the primary day-to-day technical support contact with application vendors.
- Evaluate new releases, features, and functionality and provide recommendations regarding adoption and impact.
- Collaborate with business users, IT teams, and Information Security to support system enhancements and operational needs.
- Develop and deliver training, documentation, and guidance for end users to promote effective system use.

Incident & Support Management

- Troubleshoot application issues and identify root causes of system or user-impacting problems.
- Coordinate with vendor support resources to resolve incidents and service disruptions.
- Document issues, resolutions, and workarounds to support knowledge sharing and continuity.
- Participate in and support outage response, recovery efforts, and post-incident reviews.

Data & Integration Management

- Ensure data integrity, accuracy, and reliability within the application.
- Manage and monitor data imports, exports, interfaces, and APIs.
- Oversee application integrations and coordinate issue resolution related to data exchange between systems.
- Act as the Data Steward facilitating data governance processes in conjunction with business data owners.
- Represent Spokane Transit in professional and positive light to the community.
- Provide excellent customer service to all customers both internally and externally.
- Display and practice STA's Core Values in the workplace.
- Must be punctual, reliable, and maintain regular attendance.
- Must be able to accurately and honestly represent STA in any legal proceedings that may result from the normal performance of the position.

Public Transit Agency Safety Plan

- Follow safety rules and safe practices described in accident prevention program, safety standards and training you receive.
- Promptly report unsafe conditions or actions to your supervisor or safety committee representative or the Safety Officer using the Safety Hazard Report Form.
- Ask for assistance if their physical capacities, skills and/or knowledge are not adequate to complete the task safely.
- Report all injuries to your supervisor promptly regardless of how serious.
- Report all near-miss incidents to your supervisor promptly.
- Always use personal protective equipment (PPE) in good working condition where it is required.
- Do not remove or disengage any safety device or safeguard provided for employee protection.
- Encourage co-workers by your words and example to use safe work practices on the job.
- Safeguard and look out for co-workers.
- Make suggestions to your supervisor, safety committee representative or management about changes you believe will improve employee safety and or eliminate hazards

This job description no way implies that the duties listed here are the only ones the employee can be required to perform. The employee is expected to perform other tasks, duties, and training as dictated by their Supervisor and/or Spokane Transit.

Minimum Requirements**Training & Experience**

One to three years of experience administering enterprise software applications or comparable systems. Experience with system configuration, user access management, vendor coordination, and application support. Experience supporting production systems in a structured IT environment is preferred.

Physical Requirements

Must be able to hear well enough, with or without correction, to receive detailed information through oral communication and have visual acuity to determine color, and depth and field of vision. Perform repetitive motions of wrist, hands and/or fingers. Good manual dexterity, ability to write, type and work with small precision hand tools and precision parts.

Computer Skills

Experience administering enterprise applications, including configuration, upgrades, and environment management. Understanding of user access control concepts and security best practices. Familiarity with data imports/exports, integrations, and APIs. Ability to troubleshoot application issues and work effectively with vendor support teams.

Selection Factors

- Experience managing enterprise application environments and change deployment from test to production.
- Strong analytical and troubleshooting skills.
- Ability to coordinate effectively with vendors and internal stakeholders.
- Experience supporting system upgrades, patches, and release testing.
- Ability to manage multiple tasks and priorities to completion.
- Strong written and verbal communication skills.
- Ability to work independently with limited supervision.
- Ability to establish and maintain effective working relationships with co-workers, supervisors, and external partners.

Wage

Salary as provided for in the STA Salary and Compensation Policy.

AA/EEO Notice

All qualified applicants will receive consideration for employment and will not be discriminated against on the basis of age, disability, ethnicity/race, national origin, religion, gender, gender identity, sexual orientation, or veteran status.

Acknowledgement

I acknowledge that I have read this job description, and I feel that I can perform the essential functions of the position with or without reasonable accommodations.

Employee Name Printed

Employee Signature

Date