



**Job Announcement
Applications Analyst
Open until filled**

Open to internal and external candidates

Summary:

The Applications Analyst is responsible for overall management of NORCOM IT systems including database management, reporting and analysis of data, management of peripheral systems such as Mobile Data Computers (MDC), and records management programs. A core responsibility is liaising between internal and external customers, to implement program changes, updates, corrections and other system fixes. The Applications Analyst work is distinguished by a great level of program authority and responsibility. The incumbent works with a high degree of initiative and independence under broad program guidelines and general supervision of the Applications and Service Desk Supervisor.

Minimum Qualifications

Any combination of qualifications demonstrating a candidate's experience, knowledge, skills and abilities will be considered.

- Bachelor's degree in computer science, management information systems or related field **or** an equivalent combination of education and experience
- Five years of experience in information systems or a related field as a programmer/analyst with emphasis on systems design and programming with specific knowledge and experience with the technical programs, systems and applications described above
- Demonstrated experience troubleshooting and effectively resolving technical problems
- Skill in responding to and resolving end-user requests, inquiries and/or questions effectively and timely
- Working familiarity with public safety priorities, objectives and criticality is highly desirable
- Proven critical thinking skills, independent judgment, initiative, and time and project management skills
- Highly self-motivated and directed
- Consistently demonstrate independent judgment and discretion to support and ensure uninterrupted performance of systems and services to sustain operation of the emergency communications center and the systems that NORCOM hosts for its Participating agencies



Desired Qualifications

Two or more of the following certifications (or their equivalent) are preferred:

A+

CCNA

Microsoft Fundamentals

Microsoft Certified: Modern Desktop Administrator Associate

ITIL Foundation

HDI Support Center Analyst

Selection Process

Those candidates whose experience and qualifications closely fit the requirements of this position will be invited to participate in the selection process. This process will be conducted by using some or all of the following evaluation and selection elements; resume, structured panel interview, written test, in person skills assessment, online skills assessment, and final interview.

Salary Range: \$105,908 - \$124,596

Apply

To be considered, email resume to HR Manager Judy Cayton, jcayton@norcom.org. Applicants who **apply by November 22, 2023**, will receive first consideration in the process.

NOTE: The Executive Director has final authority in the selection process regardless of the outcome of any evaluation or selection elements.

NORCOM is an Equal Opportunity Employer and encourages applications from all persons without regard to race, creed, color, national origin, religion, gender, age, marital status, disability, sexual orientation or veteran status. NORCOM provides reasonable accommodation to its employees and the public with disabilities, including disabled veterans. For more information, please contact NORCOM Human Resources.