Application Administrator Responsibilities

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This document describes the skillsets and responsibilities of individuals designated as application administrators. These individuals will be named by non-IT departments and should become subject-matter experts on the system(s) so that they can successfully perform the stated responsibilities. Although these lists are detailed, there may be additional skillsets and responsibilities that are required for specific applications.

Departments will provide IT with current contact information for a primary and secondary/backup application administrator for each application.

Application(s):
Primary:
Secondary:

Responsibilities

The following list represents the general responsibilities of an application administrator. Specific responsibilities may differ by application.

- Monitor the software application, and document and analyze problems.
- Collaborate with IT@Sam to ensure proper integration of the application.
- Work closely with IT@Sam and vendors to tune and troubleshoot problems.
- Develop test plans to verify logic of new or modified applications.
- Maintain system documentation.
- Plan, coordinate, test, and communicate changes, upgrades/maintenance schedules, and new services with IT@Sam and clients, ensuring business operations will operate correctly in current and future environments.
- Set up administrator and service accounts.
- Work closely with IT@Sam and the Office of Audits and Analysis to ensure appropriate controls and audit logs are in place.
- Provide advice and training to end-users.
- Maintain current knowledge of relevant technologies and business processes.
- Review the governing regulations to ensure proper program support.
- Enable best practices.
- Process automation.

Skillset

The following skillsets may be useful in selecting an application administrator:

- Understand the workflow and process requirements of business units related to the application.
- Demonstrated ability to provide outstanding customer service, be a good listener and work well with a diverse group of customers and IT.
- Demonstrated ability to be the subject matter expert in supporting, maintaining, and administering complex applications.
- Excellent problem solving/analytical skills, knowledge of analytical tools, and complex troubleshooting methods.
- Ability to work through ambiguous work situations.
- Excellent verbal and written communication skills.
- Hands-on experience in process automation, best practice approach, technology efficiency, and effectiveness.
- Self-motivated, able to work independently, and takes initiative.
- Ability to multitask in a fast-paced environment.
- Outstanding attention to detail with superior time and project management skills.
• Ability to learn new content areas and new skills quickly.
• Professional attitude and work habits.