



Open Position Title: Application Support Specialist
Location: 725 Front Street, Chicopee, MA 01020
Industry: Municipal Electric/Fiber Broadband
Salary: 31.00/hr. – 42.00/hr.

General Statement:

Position serves as a subject matter expert for all of CEL's line of business software. This individual will be responsible for coordinating the installation, configuration, and maintenance of all applications, as well as providing technical support and troubleshooting issues that arise with both CEL staff and vendors.

Job Responsibilities:

- Supports and oversees the implementation, installation, and configuration of all CEL enterprise applications, including developing process workflow concepts and documentation.
- Proactively monitors, maintains, and updates all CEL line of business applications, and works closely with the Data Systems Administrator.
- Tests, troubleshoots, corrects, and uses diagnostic tools and utilities to resolve issues.
- Works with CEL staff, vendors, and contractors to identify and resolve problems promptly and provides assistance with planning activities and end-user support.
- Manages user role and security configurations within assigned applications and areas, including analysis of appropriate log file entries or anomalies, and takes appropriate corrective/preventative actions.
- Prioritizes project tasks and activities to meet staff needs.
- Gathers and analyzes data to help with decisions related to application performance, capacity, and fault tolerance.
- Understanding on how CEL staff uses customer-facing applications to support end users by contributing to the maintenance and updating of documentation and procedures. Orients user personnel on new or changed procedures.
- Maintains up-to-date technical skills, stays current with developments in application administration, and recommends ways for CEL to take advantage of new technology and procedures.
- Other related duties as required.

Education and Experience:

- Bachelor's degree in IT related field or 7+ years of relevant support experience.
- Prior experience working with enterprise applications.

- Proficiency in maintenance, administration, and troubleshooting practices for enterprise applications (i.e Customer Management Systems, Accounting Systems, Workforce Management, Payment processing, SCADA, GIS).

Abilities and Skills:

- Must have excellent written and verbal communication skills to communicate complex technical information.
- Strong project and time management skills.
- Ability to recognize and resolve production problems.
- Attention to detail and the ability to organize information accurately.
- Operating effectively in a complex environment involving multiple applications and a variety of technologies.
- Recognizing and resolving application-related problems.
- Ability to remain calm and focused under pressure.
- Working independently and making necessary decisions throughout the application process.
- Responding to system/software emergencies.
- Planning, organizing, and documenting complex application activities.
- Configuring applications to be consistent with CEL policies and procedures.
- File Management
 - SFTP, Replication Software
 - WinSCP
 - Syncback Pro
 - Putty
- Common ETL work with various data files
 - Remote System interaction and Protocols
 - Remote Desktop
 - SSH
 - Telnet

Additional Requirements:

- Requires sitting for prolonged periods of time and significant PC usage.
- Requires quick decision-making and real-time coordination.

This description is not intended to be a complete statement of the position, but rather to act as a guide to the general work performed. Individual's competencies and customer requirements impact the actual role performed.

Applicants should send their resume directly to Chicopee Electric Light (CEL) Attention Human Resources at 725 Front St., Chicopee, MA 01020 or e-mail ncolberg@celd.com