

The Canyon County Board of Commissioners considered and adopted the following Resolution which shall be effective on the 8th day of September, 2026

Upon the motion of Commissioner Brooks and the second by Commissioner Holton the Board resolves as follows:

To adopt the changes to the **title and job description of two (2) positions** in the Information Technology Department.

One (1) Database Administrator I, salary grade 14, min \$29.73 – max \$41.02 hourly, position control number 16 237 828, FLSA non-exempt.

To

One (1) Application Support Analyst I, salary grade 14, min \$29.73 – max \$41.02 hourly, position control number 16 237 828, FLSA non-exempt.

And

One (1) Database Management Administrator, salary grade 15, min \$72,488 – max \$100,027 annually, position control number 16 237 856, FLSA Exempt.

To

One (1) Application Support Analyst II, salary grade 15, min \$72,488 – max \$100,027 annually position control number 16 237 856, FLSA Exempt.

Updated Job Descriptions are attached.

☒ Motion Carried Unanimously
☐ Motion Carried/Split Vote Below
☐ Motion Defeated/Split Vote Below

	Yes	No	Did Not Vote
<u>Not in attendance</u> Commissioner Leslie Van Beek			
<u>Brad Holton</u> Commissioner Brad Holton	X		
<u>Zachary Brooks</u> Commissioner Zachary Brooks	X		

Attest: JESS URRESTI, CLERK

D. H. [Signature]
Deputy Clerk

Date: 9/8/27

26-164



Application Support Analyst I

Department: Information Technology

FLSA Designation: Exempt

Pay Grade: 14

Effective Date: 09.2026

Job Summary

The Application Support Analyst I provides technical and analytical support for Canyon County's enterprise applications. The position assists departments and elected offices with routine to moderately complex application issues, system testing and implementation, reporting, documentation, and user support. Complex or unresolved issues are escalated to senior staff or the appropriate technical team. This position reports to the IT Operations Manager.

Key Responsibilities:

- **Application Support and Issue Resolution**
 - Provide day-to-day support for enterprise applications used by County departments and elected offices.
 - Analyze and troubleshoot application issues, document resolutions, and communicate status to affected users.
 - Escalate complex or unresolved issues to the Application Support Analyst II or the appropriate technical team in a timely manner.
- **Application Testing, Deployment and Administration**
 - Evaluate, test, and assist with the deployment of new applications, updates, patches, and system enhancements.
 - Participate in system implementation, upgrade, validation, and data-conversion activities
 - Partner with the Development team on basic IIS and Apache administration and web-application troubleshooting.
- **Reporting, Data and Documentation**
 - Support Database Administration with basic administrative tasks, query development, report writing, and complex data requests.
 - Design, develop, and maintain SSRS reports by translating department and elected-office requirements into finished reports.
 - Create and maintain system documentation, knowledge-base articles, training materials, and standard operating procedures.
- **System Improvement, Vendor and User Support**
 - Coordinate with software vendors on support tickets, upgrades, and escalations as needed.
 - Review Help Desk trends and end-user issues and recommend training, communication, or documentation improvements.
 - Recommend the use or installation of new applications, releases, upgrades, and system improvements.
- **Other Duties**
 - Performs all work duties and activities following County policies, procedures, and safety practices
 - All other duties as assigned

Qualifications

Skills and Abilities

- Knowledge of Microsoft Windows, Microsoft 365, and Microsoft Access.
- Working knowledge of enterprise applications and related technologies, including IIS, Apache, PHP, WordPress, .NET, C#, XML, VBA, and HTML.
- Knowledge of SQL, Transact-SQL, SSRS reporting, query development, and report writing.
- Familiarity with Power BI, Karpel, Aumentum, ProVal, OnBase, and enterprise content management systems.
- Ability to analyze application issues, identify solutions, and translate business needs into technical requirements.
- Ability to create clear system documentation, training materials, knowledge-base articles, and standard operating procedures.
- Ability to work independently, exercise sound judgment, and manage competing priorities in a fast-paced environment.
- Ability to communicate effectively and work cooperatively with employees, vendors, elected offices, and members of the public.

Special Qualifications

- Must possess a valid Driver's License
- Must successfully complete a background investigation through the National Crime Information Center (NCIC)

Education and Experience

- High school graduate or GED certificate required; Bachelor of Science Computer Science a plus;
- MCSE or equivalent formal training
- 1 - 3 years Application Support or Programming experience
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work

Essential Physical Abilities

- Clear speech with or without accommodation, to effectively convey detailed or important instructions or ideas accurately, loudly and/or quickly
- Sufficient clarity of hearing with or without reasonable accommodation to enable the employee to hear average or normal conversations and receive ordinary information
- Visual acuity, with or without accommodation, to read instructions, review and organize documents
- Requires sufficient personal mobility and physical reflexes, which permits the employee to function in a general office environment to accomplish tasks
- Ability to lift 50 lbs

Disclaimer:

To perform this job successfully, an individual must be able to perform the primary job responsibilities satisfactorily with or without reasonable accommodation. The above statements are intended to describe the general nature and level of work being assigned to this job. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals in the job. This job description is not an employment agreement and/or an expressed or implied employment contract. Management has the exclusive right to alter this job description at any time without notice.

Canyon County is an Equal Opportunity Employer. Employment decisions related to recruitment and selection are made without regard to race, color, religion, sex, national origin, age, disability or genetics.



Application Support Analyst II

Department: Information Technology

FLSA Designation: Exempt

Pay Grade: 15

Effective Date: 09.2026

Job Summary

The Application Support Analyst II provides advanced technical and analytical support for Canyon County's enterprise applications. The position independently resolves complex application issues, supports system implementations and improvements, serves as an escalation resource, and provides guidance and training to other Application Support Analysts. This position reports to the IT Operations Manager.

Key Responsibilities:

- **Application Support and Issue Resolution**
 - Provide advanced support for enterprise applications used by County departments and elected offices.
 - Independently analyze and resolve complex application issues and coordinate with other technical teams when needed.
 - Serve as an escalation resource for application support issues and communicate status, impact, and resolution to affected users.
- **Application Testing, Deployment and Administration**
 - Evaluate, test, and assist with the deployment of new applications, updates, patches, and system enhancements.
 - Support system implementations, upgrades, validation, and data-conversion activities, including complex or high-impact changes.
 - Partner with the Development team on IIS and Apache administration and advanced web-application troubleshooting.
- **Reporting, Data and Documentation**
 - Support Database Administration with administrative tasks, advanced query development, report writing, and complex data requests.
 - Design, develop, and maintain SSRS reports by translating department and elected-office requirements into finished reports.
 - Develop and maintain system documentation, knowledge-base articles, training materials, and standard operating procedures.
- **System Improvement, Vendor and User Support**
 - Coordinate with software vendors on support tickets, upgrades, escalations, and resolution of complex system issues.
 - Analyze Help Desk trends and end-user issues and recommend application, training, communication, or documentation improvements.
 - Mentor and train Application Support Analysts on County policies, application administration procedures, and department processes.
 - Recommend the use or installation of new applications, releases, upgrades, and system improvements.
- **Other Duties**
 - Performs all work duties and activities following County policies, procedures, and safety practices
 - All other duties as assigned

Qualifications

Skills and Abilities

- Advanced knowledge of Microsoft Windows, Microsoft 365, and Microsoft Access.
- Advanced knowledge of enterprise applications and related technologies, including IIS, Apache, PHP, WordPress, .NET, C#, XML, VBA, and HTML.
- Advanced knowledge of SQL, Transact-SQL, SSRS reporting, query development, and report writing.
- Familiarity with Power BI, Karpel, Aumentum, ProVal, OnBase, enterprise content management systems, and data-conversion methods.
- Ability to independently analyze and resolve complex application issues and translate business needs into effective technical solutions.
- Ability to create clear system documentation, training materials, knowledge-base articles, and standard operating procedures.
- Ability to provide technical guidance and training to other Application Support Analysts.
- Ability to exercise sound judgment, manage competing priorities, and work cooperatively with employees, vendors, elected offices, and members of the public.

Special Qualifications

- Must possess a valid Driver's License
- Must successfully complete a background investigation through the National Crime Information Center (NCIC)

Education and Experience

- High school graduate or GED certificate required; Bachelor of Science Computer Science a plus;
- MCSE or equivalent formal training
- 3+ years Application Support or Programming experience
- Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work

Essential Physical Abilities

- Clear speech with or without accommodation, to effectively convey detailed or important instructions or ideas accurately, loudly and/or quickly
- Sufficient clarity of hearing with or without reasonable accommodation to enable the employee to hear average or normal conversations and receive ordinary information
- Visual acuity, with or without accommodation, to read instructions, review and organize documents
- Requires sufficient personal mobility and physical reflexes, which permits the employee to function in a general office environment to accomplish tasks
- Ability to lift 50 lbs

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