Business Application Specialist I #01827

City of Virginia Beach – Job Description

Date of Last Revision: October 23, 2025

FLSA Status: Non-Exempt   **Pay Plan:** General   **Grade:** 25

City of Virginia Beach Organizational Mission and Values

The City of Virginia Beach exists to enhance the economic, educational, social, and physical quality of the community and provide sustainable municipal services which are valued by its citizens.

The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

- Provide department level business application or functional support for a user agency by performing information technology system operations to include network or server-based applications; participate in acceptance testing; serve as department application power user; assist management in assessing a user organization's information technology needs; evaluate the efficiency and effectiveness of current department application processing and recommend enhancements or coordinate resolution of problems; coordinate efforts with the appropriate staff of the vendor and the Department of Communications and Information Technology (ComIT); and perform related work as required.

- Generally, work under, or in close association with, a Business Applications Specialist II or another position with similar skills. May coordinate department's business application processes where network/server-based applications are relatively limited in scope.

Representative Work Functions and Responsibilities

- Perform day-to-day user support and improvement analysis of specialized computer applications in a network or server environment for a department; and serve as a power user.
- Analyze business operations; identify business needs and business process improvements; study, research, and conduct cost/benefit analyses evaluating existing or proposed specialized department applications independently or as a member of a team; conduct discussions with department staff to review, evaluate, and analyze existing specialized department applications to define problems and information processing requirements, and to recommend procedural and operating improvements; and evaluate specialized department application system performance and make recommendations for increased efficiency.
- Represent the department in new system implementations and coordinate additional departmental participation as needed; participate in the evaluation of design elements; assist in diagnosing and resolving application issues; and distribute reports.
- Assist ComIT with, and participate in, acceptance testing; report system defects to vendor and recreate problems in test environment to identify user or system errors; assist in determining causes of system problems and work with vendor and ComIT staff to determine appropriate corrective actions; provide liaison with ComIT and vendor for disaster recovery; work closely with vendor and ComIT technical staff; and act as intermediary between users and ComIT staff to resolve user and system problems.
- Contribute to development of user training materials, general guidelines, and policies for the use of departmental data, and may coordinate these tasks; participate in department system training workshops, product demonstrations, and conferences; conduct user training; develop and provide briefings for staff on specialized department application services and components; and provide assistance to other staff as needed.
- Assist, as needed with the maintenance and inventory of agency hardware and software.
- Stay abreast of technology changes.
- Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on the current workloads and department needs.

Performance Standards

- Effectively perform daily operation of specialized computer applications.
- Accurately analyze business operations.
- Conduct appropriate research for cost/benefit analyses in a timely manner.
- Appropriately conduct discussions with staff to review, evaluate and analyze existing specialized applications and defines problems effectively, making recommendations.
- Accurately identify business needs and process improvements.
- Represent the department in a professional and appropriate manner in new system implementation and appropriately coordinate department participation.
- Effectively assist team members with and participate in testing.
- Effectively assist comit staff with troubleshooting and determining appropriate corrective actions.
- Efficiently develop user training manuals.
- Assist, as needed, vendor with inventory of agency hardware and software.
- Work productively with vendor and comit technical staff.
- Effectively develop briefings for staff on specialized department application services.
- Continuously stay abreast of technology changes.

Minimum Qualifications

- Any combination of education (above high school), training, and/or experience equivalent to four (4) years in a field related to functional support for automated business operations in a network or server-based environment for the agency where the IT services are being used, utilizing the required knowledge, skills, and abilities.
- Must have a current and valid driver's license.

Special Requirements

All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

Working Conditions

Working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level both internally and externally with all posted open positions.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

DISCLAIMER:

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.