Application Support Analyst

ABOUT US

The Colorado District Attorneys' Council (CDAC) is a statutorily established organization that represents the district attorneys serving all 23 judicial districts in Colorado. CDAC provides a range of centralized, prosecution-related services, including personnel training, legislative drafting and advocacy, legal research, management support, and case tracking. Additionally, CDAC safeguards sensitive data, facilitates information sharing with other criminal justice agencies, and oversees various specialized programs designed to enhance the effectiveness of Colorado's district attorneys.

JOB SUMMARY

The Application Support Analyst serves as the primary point of contact for the company's customers, addressing inquiries, resolving issues, and ensuring a superior customer service experience. This role demands exceptional problem-solving abilities to efficiently manage customer concerns and deliver effective, timely solutions. Support will encompass a range of applications and services provided by the company, requiring a comprehensive understanding of the company's offerings and their functionality.

The ideal candidate will be a self-motivated individual with excellent communication skills and a strong willingness to learn, demonstrating adaptability and enthusiasm for mastering new systems and processes.

Salary range $70,000-$80,000 annually. Your compensation will be based on your skills and experience. Benefits include health/dental, Colorado PERA State Retirement Pension Plan. 401K and 457B (non-matching).

- Local Candidates only.
- This is NOT a fully remote, work from home position. The Position requires working in the office 2 days per week.
- Criminal Background check is required.
- We do not offer Visa Sponsorship or Relocation assistance.

ROLES & RESPONSIBILITIES

- As a team, provide application support from 7:30 AM until 5:00 PM, Monday - Friday

- Engage with users through phone, email, online chat, or in person to offer support for a number of applications and websites.

- Product testing for enhancements to our legal software applications.

- Investigating and diagnosing application problems.

- Collaborating with developers and IT teams to implement fixes or enhancements.

- Performing routine system maintenance and updates.

- Documenting issues, resolutions, and processes for future reference.

- Training end-users on application functionality and best practices.

- Monitoring application performance to ensure optimal operation.

QUALIFICATIONS

- At least 2 years of experience in a criminal justice role.

- Some experience with the CDAC ACTION program preferred.

- Proven working experience in software testing and troubleshooting preferred

- Experience with Structured Query Language (SQL) preferred

SKILLS

- Excellent communication (written and oral), interpersonal, and organizational skills.

- Possess the ability to multitask and manage multiple tasks with changing priorities.

- Ability to work effectively under very broad direction with minimal supervision.

- Strong problem solving and customer service skills.

- Experience working with end users of custom software products.

- Experience with Microsoft Word, Excel, Outlook.

- Application support experience.

- Ability to quickly absorb information and become a subject matter expert.

- Experience with the following is highly preferred, but not required:

- Strong problem-solving and analytical skills.

- Knowledge of specific applications, databases, or operating systems (depending on the role).

- Familiarity with SQL, scripting, or coding languages is often helpful.

- Excellent communication skills to interact with both technical and non-technical stakeholders.

- Ability to work under pressure and prioritize tasks effectively.

Include Resume/Cover Letter and at least two references