



Software Support Specialist

Washington County offers a full compensation package that reflects how much we value our employees. Please take a look at what you can expect to earn during your first year as a full time Employee with Washington County Government:

- ✓ **Sixty (60) Paid Personal Hours**
- ✓ **Eighty (80) Paid Vacation Hours**
- ✓ **Fourteen (14) Paid Holidays**
- ✓ **One Hundred & Twenty (120) Paid Sick Hours**
- ✓ **County and Employee funded Healthcare including Health, Prescription, Dental and Vision Coverage**
- ✓ **County Paid Employee Assistance Plan**
- ✓ **County Paid Life Insurance**
- ✓ **County Paid Accidental Death and Dismemberment Insurance**
- ✓ **County Paid Short Term Disability Insurance**
- ✓ **County Paid Long Term Disability Insurance**
- ✓ **Up to \$2,500.00 Annual Tuition Reimbursement Assistance**
- ✓ **County and Employee funded Defined Pension Plan**
 - **Vested in just five (5) years.**
 - **Credit for Prior Active Military Service and Unused Paid Sick Days.**
- ✓ **An annual salary of \$69,285 starting...**

If our **Software Support Specialist** compensation package interests you, please continue reading through our job posting to learn more about the position's duties, responsibilities, perquisites, etc. and apply online today.



JOB TITLE:	Software Support Specialist	GRADE	13
DEPARTMENT:	Budget & Finance	FLSA STATUS:	Exempt
REPORTS TO:	Deputy Director Software Support		

GENERAL DEFINITION OF WORK:

Under the general guidance of the Deputy Director Software Support, and Software Support Analyst, perform technical work involving the implementation, configuration, coordination, administration, troubleshooting, maintenance and support of a variety of cloud based and on-premise enterprise application suites/systems and services utilized by County departments or supported agencies according to established policy.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

1. Responsible for supporting, maintaining, documenting and troubleshooting enterprise and departmental business applications and assist in supporting cloud based and on-premise enterprise application suites/systems.
2. Administer and manage PCI compliance (Payment Card Industry Data Security Standard).
3. Assist with assigning security for departmental business applications and enterprise application suites/systems.
4. Provide technical assistance and end user support for Tyler Technologies Enterprise ERP system, Oracle Fusion Financial, HCM and PBCS, and internally designed/developed software systems.
5. Assist with support of data integrations between the enterprise software systems and specific departmental systems for daily, monthly and yearly processes.
6. Provide End-user support to all departments regarding proper use of enterprise and departmentally specific software packages.
7. Assist coordinating with vendor or consultant provided support for system implementations, upgrades, patches, fixes or in the event of a major system malfunction with the software application.
8. Consult with professional software support personnel to address or resolve software processes or client related issues. Liaison between end-user and vendor provided support.
9. Maintain technical knowledge/proficiency by attending/participating in appropriate educational classes, training and seminars.
10. Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of computer system principles and procedures analysis and design; ability to analyze, design, program, install, maintain and develop highly technical and complex programs with the capability of developing logical solutions to programming problems; thorough knowledge of the principles and techniques of systems programming, analysis, data processing, and programming documentation; thorough knowledge of programming languages and available server and microcomputer software packages; ability to effectively manage projects, including maintenance of schedules and timetables, and preparation of reports on project status; ability to train or instruct on-line users in the use of computer equipment and operating procedures; thorough knowledge of client server systems, including machine capabilities, application potential and available software packages; principles and practices of microcomputer equipment, peripherals and software and procedures of record keeping; ability to program and operate server computers and microcomputers; ability to analyze and identify problems and develop logical conclusions and effective solutions; ability to train or instruct users in the use of computer equipment, software and operating procedures; ability to communicate effectively both orally and in writing; ability to establish and maintain effective working relationships with peers and end users.

EDUCATION AND EXPERIENCE:

1. Bachelors' Degree (BA/BS) from an accredited college or university in Computer Science or Information Technology.
2. Four (4) years of experience in providing cloud and on-premise enterprise application suites/systems software support

activities including significant exposure to end-user security administration, logic of business processes, computer operations, and end user support.

A comparable amount of training and experience may be substituted for the minimum qualifications

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 10 pounds of force occasionally, and a negligible amount of force frequently or constantly to move objects; work requires fingering, and repetitive motions.; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS:

Possession of a valid driver's license.

Reasonable accommodations may be made to enable individuals with disabilities to perform essential tasks.

Applicant must be legally authorized to work in the United States and willing to provide unexpired USCIS Form I-9 employment eligibility verification documentation upon request.

Easy Ways to Apply:

1. Visit our website at <https://www.washco-md.net/jobs/>
or
2. Complete and email an Application to HR@washco-md.net
or
3. Complete and mail Application to:
Washington County Human Resources Department,
100 W. Washington Street, Room 2300,
Hagerstown, Maryland 21740

Washington County is an Equal Opportunity Employer. Individuals requiring special accommodations or assistance are requested to contact the Human Resources Department at 240-313-2350, Voice or TDD (D/HH use 711) M/F/H/V.

DEADLINE FOR FILING APPLICATIONS WITH HUMAN RESOURCES:

July 28, 2026 @ 4:00PM