JOB DESCRIPTION

Position Title:	Microsoft (MS) Office Applications Developer	Date:	August 7, 2019
Department:	Asia Pacific Center for Security Studies (APCSS) Contract	Location:	Honolulu, HI
Supervised By:	Project Manager	Status:	Contract, Full-Time

Position Summary:	Support the Asia Pacific Center for Security Studies (APCSS) contract by maintaining, enhancing, developing, integrating, coordinating, and configuring, Microsoft Office applications, websites, and all other related support services.

Essential Functions:

- Provide expertise in the development, maintenance, and enhancement of Microsoft (MS) Office applications with experience in both desktop applications server/client use so the APCSS user can better utilize MS Office applications and develop enhanced workflow practices.
- Provide enhanced development, programming, and integration of APCSS MS Office applications that will result in more complex extraction, improved reporting and analysis of our data, greater accessibility for users, and better integration of applications.
- Provide assistance to the Customer Service Division and coordinate with Help Desk requests to determine where assistance may be needed to better utilize the tools built into the MS Office applications and where custom tools, macros, or programming may be developed.
- Conduct user training, as required, for all customizations, applications, and programs developed.
- Coordinate with CSD Chief and agency departments, as required, and users on all application development projects.
- Implement SharePoint server configuration and maintenance, backups and database maintenance, site creation and design, custom web part creation/configuration, site level permissions, SharePoint specific patches and user training.
- Update the content on the APCSS public internet website as requested.
- Support weekly and monthly reporting of SharePoint and website status and development efforts.
- Conduct peer and quality review of submitted code.
- Support services to APCSS with a minimum resolution standard of 95% while being in compliance with current Federal, State, and local laws, regulations, instructions, directives, manuals, bulletins, guides, etc.

Other Functions:

- Other duties assigned by supervisor/manager.

Working Conditions:	Office conditions.
Work Hours:	As assigned by supervisor/manager.

Equipment/Technology Used (Other than Standard Office Equipment):	Equipment as needed to support APCSS efforts.
Physical Demands:	Able to sit for long periods of time.
Mental Demands:	Able to perform all tasks as required by contractor or supervisor. Able to multi-task.
Communication Demands:	Able to communicate (i.e., verbal and written) with all levels of personnel both internally and externally.

Minimum Qualification Requirements (In Addition to Physical, Mental, and Communication Demands Listed Above):	
Education/Certificates:	AA Degree in Information Technology
	Certificate of Achievement in Programming, Database Administration, and Help Desk Support
Experience:	• At least five (5) years of related experience
Skills/Knowledge:	• Trained in and have working knowledge of MS Office application suite, Internet Explorer, Mozilla Firefox, MS Visio, MS Visual Studio, Adobe Acrobat Professional, Adobe Reader, IBM Lotus Forms Viewer, Camtasia Studio, Snag-It, Snap Survey, Symantec EndPoint, Smart Draw, Smart Adobe PhotoShop and Dreamweaver, Windows XP, Windows 7, and components, protocols, and the IT equipment and software.
	• Knowledge of customer support concepts, methods, and provisions; state-of-the-art IT equipment and software; approaches to networking; applications and communications interfaces; and MS Domain Controllers, File servers, Exchange servers, Track-It! servers, web servers, SharePoint servers, database servers, print servers, domain name service servers, Symantec Information Protection servers, and virtual management servers.
	• Knowledge of and experience in the use of oral and written communication methods and techniques to accomplish continuing coordination with Center customers and conduct and/or participate in IT training.
	• Knowledge of prevailing practices in data automation to propose alternative approaches for resolving problems with computer systems, peripherals, networks, and/or telecommunication equipment.
	• Ability to define clear-cut problem areas, to gather and analyze factual data, to form and communicate conclusions and recommendations for recurring and continuing assignments of higher scope and complexity, or to provide input on a portion of a more complex project.

	• Knowledge of DoD regulations governing information, operations, communications, physical and IT security
	• Strong communication, interpersonal, and analytical skills.
	• Ability and desire to provide excellent customer service to administration, faculty, and external facility users.
	• Ability to work independently in a dynamic environment.
	• Specialized experience with customizing Excel models, building sophisticated and user-friendly Excel templates for modeling and data entry, writing professional VBA code to automate tasks within our projects, salvaging problematic workbooks, enabling spreadsheet models to communicate with database applications, developing Excel add-ins, developing and/or refining database systems and customizing Access applications, upsizing Access databases to SQL server, programming MS Office applications for better interface with possible connections into MS Office SharePoint Server 2007/2010, develop fillable forms, and develop paperless workflow efforts.
Security Clearance Requirements	• Secret level security clearance.

EOE Minorities/Women/Disability/Veteran

> ***The information in the above position description indicates the general nature and level of work performed by a staff member in this job group. It should not be viewed as comprising all duties, responsibilities, and qualifications of staff members assigned to this position. Management has the right to change or delete information in the position description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.***

Submitted/Reviewed by:

     Supervisor: _____   Date:_____

     Department Manager: _____   Date: _____

Position Description Reviewed and Accepted by:

     Human Resources:_____   Date: _____