



Charter Township of Waterford Job Description

Applications Administrator

Supervised By: Information Technology Director
Supervises: No supervisory responsibility
FLSA: Exempt
Grade: 6

General Summary:

Under the direction of the Information Technology Director, manages the operation of the Township's relational databases and enterprise software systems including ERP, document management, time & attendance, GIS and several departmental line-of-business applications. Works with system users to create or modify programs, databases, and computer-related operations. Assists system users with enterprise application system usage and development. Assists other IT staff with servicing general IT service requests as needed.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Administers the Township's central, relational database systems. Analyzes functionality needs, and provides ongoing system maintenance.
2. Administers on-premise database-centric enterprise applications such as ERP, Document Management System, etc. and related servers.
3. Works closely with GIS staff to maintain relational databases necessary for GIS applications.
4. Administers cloud-based applications utilized by some Township departments for specific departmental uses.
5. Installs, upgrades, maintains and plans resources for server-based enterprise applications. This includes installing and maintaining both the server and client portions of client/server systems.
6. Performs routine maintenance of server operating systems for servers that house enterprise applications.
7. Performs *ad-hoc* export, import and data message operations for special data extraction requests, reports, integration between systems, upgrades, etc.
8. Performs custom programming as needed for data transformation and incidental, small custom applications.
9. Writes descriptions of steps taken to modify the system and procedures required to implement new or updated software. Maintains documentation regarding program design.
10. Investigates problems, researches solutions and provides support to others in relation to the implementation and maintenance of databases and computer systems.
11. Evaluates and tests internal or vendor supplied software packages to determine compatibility with existing systems, ease of use, and if needs are met. Modifies programs and creates additional programs to enhance purchased software.

12. Writes instruction guides for system users. Provides training and basic system maintenance procedures to users.
13. Administers database backups. Develops and administers procedures for recovering data losses.
14. Assist end users with general office software applications such as Microsoft Office, Adobe Acrobat, etc.
15. Works with other IT Staff to support computer users with hardware, application software, and network concerns, as necessary. Coverage of help-desk and some light PC troubleshooting on occasion when other IT staff is unavailable.
16. Maintain IT Department's trouble-ticketing and IT Asset Management systems. This involves both maintenance of the application itself and related database, as well as utilizing the system (as an end-user) to maintain own trouble-ticket queue.
17. Keeps abreast of changing technology through professional materials, educational seminars, and information sharing.
18. Performs related work as required.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the job.

- Educational and experience requirements include an associate's degree or higher in computer science, programming, information technology, or related field. Sufficient related experience and professional certificates will be considered in lieu of degree.
- Proficiency in the SQL programming language.
- Ability to program in at least one common programming language such as Java, Perl, Python, Powershell, PHP, Visual Basic, etc.
- Familiarity with HTML and XML.
- Proficiency with Microsoft SQL Server.
- Familiarity with administrative tasks and troubleshooting in current versions of Microsoft Windows desktop and server operating systems.
- Skill in conceptualizing and developing computer system programs and databases.
- Ability to work with system users and determine their database-related needs.
- Ability to use common PC application software, and troubleshoot, configure and install personal computers, networks and peripherals.
- Ability to establish effective working relationships and use good judgment, initiative and resourcefulness when dealing with system users, vendors, service providers, and professional contacts.

- Experience with user desktop support, and a track record of good customer service, communication, and follow-through on troubleshooting.
- Ability to effectively communicate and present ideas and concepts orally and in writing.
- Ability to critically assess situations and solve problems, and work effectively under stress, within deadlines, and changes in work priorities.

Applications Managed:

Enterprise applications used by the Township are as follows. Previous experience or familiarity with these (or similar, equivalent systems) will be a plus for a new candidate (but not necessarily required):

- Tyler Munis (public sector ERP)
- BS&A (municipal operations software)
- Hyland OnBase (document management)
- Kronos Workforce Ready (cloud-based time and attendance system)
- ESRI ArcGIS (Geographic Information Systems)
- Cityworks (CMMS – facilities, infrastructure and vehicle maintenance)
- Crystal Reports
- Microsoft Access & Excel
- LAN Sweeper (IT Trouble-ticketing and ITAM)
- RecPro (recreation program management)

Other database-centric applications are used as well, and the person in this position will be asked to maintain several other applications besides the ones listed above.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to use hands to finger, handle, or feel and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move items of light to moderate weight. Specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.

While performing the duties of this job, the employee regularly works in a business office setting. The noise level in the work environment is usually quiet.

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PLEASE SUBMIT APPLICATION, COVER LETTER AND RESUME

Human Resources

5200 Civic Center Drive, Waterford, MI 48329

award@waterfordmi.gov

Posting Date: November 18, 2021

Closing Date: Open until filled

Salary Range – 61,770-71,040 + Benefits



Scan for Information

Application forms for this position can be obtained from the Human Resources Department, 5200 Civic Center Drive, Waterford, Michigan or on the Township's web page <https://www.waterfordmi.gov/jobs>