

Public Works Commission
Of the City of Fayetteville, North Carolina 28302

Position Classification Plan
Job Description

<u>TITLE: IS ADMINISTRATOR</u>		<u>GRADE: 413X</u>
<u>TITLE ABBREVIATION: IS ADMIN</u>	<u>EEO CODE: 2</u>	<u>CODE: A5741</u>
<u>FLSA CODE: EX</u>	<u>REVIEWED DIR HUMAN RESOURCES: <i>Bobby Russell</i></u>	<u>DATE: 3/20/18</u>
<u>DIVISION: CORPORATE SERVICES</u>	<u>DEPARTMENT: INFORMATION SYSTEMS</u>	
<u>SUPVR'S TITLE: IS APPLICATIONS MGR</u>	<u>APPRVD CEO/GM: <i>Dee</i></u>	<u>DATE: 3/21/18</u>

SUMMARY OF RESPONSIBILITIES:

The IS Administrator will work closely with IT Business Analysts with the administration, maintenance, support, and monitoring of PWC's Oracle Enterprise Applications. This position's responsibilities include; resolving complex technical issues, monitoring system performance, analyzing business processes, collecting and documenting requirements, IT customer support, helpdesk ticket management, vendor management, change management, software testing, evaluating and installing patches, participating in application & middleware upgrades, and the maintaining a knowledge base.

The IS Administrator will have a strong focus on customer service, be result driven, have excellent communication skills, excel in a fast paced environment, with a strong variety of technology experience. This position requires a highly professional, self-motivated, teamwork and detailed oriented individual with strong accountability to embrace our vision and values.

The position operates under the direct supervision of the IS Applications Manager; work is performed in accordance with established policies and procedures. May be required to work evenings and weekends. Performs related work as required.

ESSENTIAL FUNCTIONS:

1. Assures safety rules are enforced and no lost time accidents occur;
2. Provides input into department/division objectives/long range plans; assures all goals are met in area of responsibility; provides input into annual work plans, programs, staffing requirements, equipment requirements, and related budgets, as appropriate;
3. Assures the technical and/or professional expertise of employees; provides career development and training programs; assures employee participation in all required safety and training programs; encourages individual career development;
4. Creates and maintains an atmosphere conducive to good employee/management relations; recognizes the rights of individual employees; addresses problems affecting employee/management relations;
5. Assures the productivity and quality of work for all areas of responsibility; identifies/recognizes/analyzes problems; selects and implements sound/timely/effective solutions; promotes participation, cooperation, and teamwork; adjusts leadership style to individual, group, and/or situation needs;
6. Responds to customer's (internal and/or external) concerns/complaints in a professional/timely manner; communicates concerns/complaints to manager, when appropriate; maintains composure at all times;
7. Interviews, selects, hires, promotes, demotes, transfers, and recommends termination of employment to management; reviews the performance of staff to encourage growth and development; provides on-going feedback with frequent contacts with employees; maintains 98%, or greater, attendance average;

IS ADMINISTRATOR: continued

8. Recommends approval of travel/vacation/leaves of staff;
9. Performs timely employee reviews in accordance with PWC policies/procedures; applies appraisal process accurately and impartially; corrects performance deviations; subordinates, collectively, meet 98% of their standards;
10. Prioritizes work, based upon project requirements, to ensure effective utilization of available resources; anticipates needs; provides accurate and timely reports in all areas of responsibility.

EQUIPMENT OPERATED: PC, productivity equipment (cell phone, etc), various software programs

FULL PERFORMANCE KNOWLEDGE, SKILLS, AND ABILITIES: Thorough knowledge of safety rules/regulations/procedures, as appropriate; demonstrated experience eliciting requirements; good working knowledge of Oracle eBusiness Suite; ability to critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding and distinguish user requests from the underlying true needs; proven ability to develop the following artifacts: functional requirements, use cases, GUI screen and interface designs; knowledge of Oracle BI reporting tools; basic knowledge of basic SQL statements; ability to problem solve and exercise good judgment; ability to communicate effectively orally and in writing; ability to develop and maintain effective working relationships with officials, and all levels of employees.

MINIMUM QUALIFICATIONS: (either)

- (A) Graduation from an accredited four (4) year college or university with a Bachelor's degree in a technical major **and a minimum** of four (4) years of experience as a system administrator **OR**
- (B) Graduation from an accredited two (2) year college/technical school with an Associate's degree/certification in a technical major **and a minimum** of eight (8) years of experience as defined in (A) **above**

SPECIAL REQUIREMENTS: This position will have knowledge of the fundamental processes of a multi-tier enterprise Oracle application. The IS Administrator candidate should have previous IT experience in the administration or technical support of EBS, CCB, or similar enterprise application, as well as general IT Customer Support. Must possess and maintain a valid NC driver's license.

PHYSICAL REQUIREMENTS: Must be able to perform the essential functions of the position.

SAFETY HAZARDS: Minimal.

PROTECTIVE EQUIPMENT: As required in the Public Works Commission's Safety Manual.

EMPLOYER'S RIGHTS: This job description is general and illustrative of the kind of duties required of this position. It is not exhaustive and does not contain a detailed description of all the duties that may be assigned to the incumbent occupying this position.