Position Description

Job Title	ERP and Database Administrator
Department	Information Technology
Exempt/Non Exempt Status	Exempt

Scope of Work

This is a professional and technical position supporting all phases of enterprise systems business integration, including complex analysis of business process and information systems, definition and documentation of systems requirements, analysis of software performance, implementation and ongoing support of installed systems.

Supervision

Received	Director of Information Services
Exercised	None

Essential Job Functions
The job functions listed herein are neither exclusive nor exhaustive, but are intended to be illustrative of the types of tasks the employee will most likely be expected to perform on a regular basis. The employee may be asked to perform different or additional tasks than the ones listed here, as the needs of the employer and/or the requirements of the position change.

1. Manages and maintains the City's ERP system (Tyler Munis), and integrated components such as: Tyler Tax, Tyler Content Manager, Tyler Reporting Services, Tyler Cashiering, Special Assessments, and Payroll.
2. Provides ongoing support and system maintenance; provides in-house systems expertise; resolves system issues; interfaces with IT technical team to maintain integration with City's other information systems and initiatives; serves as an intermediate software expert until staff gains the requisite expertise and experience.
3. Prepares the City's tax bill run; creates and prepares complex analysis of all tax billing inputs, including $5.3 billion Assessor's assessment data, special assessments and bill rollovers from multiple

departmental billing systems, State tax credits, and tax increments, and balance them to the DOR's Statement of Taxes; prepares City's $120 million tax bill run and the City's tax roll for submission to County.

4. Maintains cash receipting system for collection of $120 million in tax receipts.
5. Maintains the City's accounts receivable system along with charge code mappingsfor proper accounting.
6. Prepares and transmits tax settlement data to the County.
7. Provides strategic, analytical and technical support for business intelligence activities for the all City departments.
8. Develops strategies for data warehouse implementation, data acquisition and archive recovery; evaluates new data sources for adherence to the City's quality standards.
9. Maintains system training and testing environments
10. Performs hotfixes, system updates; and facilitates system upgrades to newer versions with the vendor.
11. Interfaces with external contacts to produce and send tax bills, to capture and electronically transmit treasury and banking transactions.
12. Meets with decision makers, systems owners and end users to define business, financial and operations requirements and systems goals.
13. Researches, reviews and analyzes the effectiveness and efficiency of existing systems and processes, and develops strategies for enhancing or further leveraging these systems and processes.
14. Prepares and delivers reports, recommendations or alternatives for improving processes in operating systems across the organization; develops, standardizes and maintains new or improved processes based on findings and analysis.
15. Communicates system and process changes, enhancements and modifications to management, peers, staff and other employees.
16. Establishes citywide workflow process that allows information to be available when needed.
17. Performs and supports all phases of all City Departments' system software development life cycle, including planning, system design, developing, testing and documenting.
18. Maintains or implements business packages as needed and handles multiple task situations.
19. Makes decisions in crisis situations; analyzes and researches software applications.
20. Directs and leads solutions teams to understand the processes and/or business needs, which may include design, code and testing new programs and enhancements to existing programs, or the implementation of vendor provided solutions.
21. Works closely with Management in the planning, analysis, design, implementation and audit of new or revised data processing systems and procedures.
22. Reports all unauthorized uses and/or security violations immediately to appropriate authorities and takes immediate action to lock down any access routes affected.
23. Conducts post implementation audits to ensure the system is functioning properly.
24. Works closely with Management in the planning, analysis, design, implementation and audit of new or revised data processing systems and procedures.
25. Conducts post implementation audits to ensure the system is functioning properly.
26. Creates SQL scripts, queries, and ad hoc reports
27. Administers the change control processes in compliance with City policies
28. Facilitates continuing system implementation initiatives as City staff become available to pursue.
29. Analyzes statutory and regulatory requirements and realigns business process to comply .
30. Designs, develops and maintains reports and analytical tools.

31. Expected to provide help-desk end-user support of Munis, Databases, SharePoint, and other business applications as needed.

Other Job Functions

32. Performs related duties as assigned.

Requirements of Work

Graduation from an accredited college or university with a Degree in Computer Science, Business, Finance or a related field plus 10 years of related experience; or any equivalent combination of training and experience which provides the following knowledge, ability and skills:

Knowledge of	- MS Office (EXCEL, Access, PowerPoint) - Business processes. - Finance, Information Systems, strategic planning and applicable state laws, rules and regulations. - The Systems Development Life Cycle (SDLC) and other methodologies common in the IT industry. - Business Intelligence (BI) - Information Technology Infrastructure Library (ITIL)
Ability to	- Analyze complex systems, and elicit process and procedural information. - Flow diagram processes and procedures. - Create, analyze and validate spreadsheet analysis of data. - Understand and write basic software code in client/server environments using various software languages, operating systems, server types and relational databases. - Quickly learn new applications, processes and procedures. - Exercise independent judgment and initiative. - Communicate and teach non-technical users. - Establish and maintain good working relationships with officials, department heads, employees and the public, including vendors and contractors. - Work before and after normal hours to meet deadlines.
Skill in	- Public relations. - Oral and written communications. - Project management. - Listening and comprehension to understand and be able to meet user requirements. - SQL Databases, queries, and reporting - SQL, Crystal report writing. - SQL Server BI Stack (SSIS Integration Services, SSRS Reporting Services, SSAS Analysis Services).

Necessary Special Requirements

Ability to pass a criminal and financial background check.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed mostly in an office setting; hand-eye coordination is necessary to operate computers and various pieces of office equipment.

- Specific vision abilities required by this job include close vision and the ability to adjust focus; prolonged visual concentration is required.

- While performing the duties of this job, the employee frequently is required to sit, stand, walk, talk and hear; use hands and fingers to handle, feel, or operate objects, tools, or controls and reach with hands and arms.

- The employee must occasionally lift and/or move up to 50 pounds.