

**POSTING IS REQUIRED**

**Classification Notice No. 1326**

To: Agency Heads and Employees  
From: Jeff Dolan, Career Service Executive Personnel Director  
Date: June 30, 2010  
Subject: Proposed Change to the Classification and Pay Plan

**The proposed change amends the Classification and Pay Plan by adding ERP Applications Administrator I (812-I) and ERP Applications Administrator II (814-I).**

Technology Services requested that Career Service Authority (CSA) develop two new classifications: ERP Applications Administrator I and ERP Applications Administrator II. The ERP Applications Administrator classifications are responsible for administering ERP applications. This responsibility requires knowledge of the design, implementation, and maintenance of databases and servers in addition to knowledge of the ERP application. The ERP Applications Administrator classifications also detail the specialized knowledge of ERP applications and systems that is required of incumbents in performance of the essential duties. The general statement of duties for the ERP Applications Administrator I and II appear below.

The ERP Applications Administrator I “performs standard level professional information technology work installing, configuring, and maintaining Enterprise Resource Planning (ERP) systems and applications.” The ERP Applications Administrator II “performs full performance level professional information technology work planning, developing, installing, configuring, and maintaining Enterprise Resource Planning (ERP) systems and applications; serves as a technical lead on projects involving implementation and maintenance of ERP applications, databases, and servers.”

**NEW CLASSES**

<b><u>Job Code</u></b>	<b><u>Classification Title</u></b>	<b><u>Pay Grade&amp; Range</u></b>
CI2415	ERP Applications Administrator I	812-I (\$63,739-\$101,711)
CI2416	ERP Applications Administrator II	814-I (\$72,829-\$116,231)

Per Career Service Rule 7-37 A – “If it is determined, as a result of an audit or maintenance study, that changes to the classification and pay plan are necessary, the effective date of any resulting re-allocations shall be the beginning of the first work week following approval by the Board.”

The Career Service Executive Personnel Director shall provide those appointing authorities who are affected with a draft of proposed changes in the plan, and notice shall be posted on appropriate bulletin boards at least thirteen calendar days from the date of this notice.

**Public Notice of Changes:**

The scheduled time for the public hearing is **Thursday July 15, 2010 at 9:00 a.m.** in the CSA Board Room, Room 4.F.6, Webb Municipal Building, 201 West Colfax Avenue.

**Note:** Please submit any questions or comments on this proposal in writing to Bruce Backer [bruce.backer@denvergov.org](mailto:bruce.backer@denvergov.org), Career Service Authority, in care of Alena Martinez [alena.martinez@denvergov.org](mailto:alena.martinez@denvergov.org) by 8:00 a.m. on **Tuesday July 13, 2010**. Please include a contact name and phone number so that we may respond directly.

If anyone wishes to be heard by the Board on this item, please call Leon Duran [leon.duran@denvergov.org](mailto:leon.duran@denvergov.org) at (720) 913-5168 no later than noon on **Tuesday July 13, 2010**.



## Career Service Authority

# ERP Applications Administrator I

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### GENERAL STATEMENT OF CLASS DUTIES

Performs standard level professional information technology work installing, configuring, and maintaining Enterprise Resource Planning (ERP) systems and applications.

### DISTINGUISHING CHARACTERISTICS

The ERP Applications Administrator I is distinguished from the *ERP Applications Administrator II*, which performs full performance level professional information technology work planning, developing, installing, configuring, and maintaining Enterprise Resource Planning (ERP) systems and applications. The ERP Applications Administrator II also serves as a technical lead on projects involving implementation and maintenance of ERP applications, databases, and servers.

ERP Applications Administrators are distinguished from IT Systems Administrators by the specialized knowledge and experience with ERP software and application functionality incumbents in the ERP classifications must possess. Further, ERP Applications Administrators function as a hybrid between a systems administrator and a database administrator, requiring knowledge related to the design, implementation, and maintenance of both databases and servers.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally numerous, well established, and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

#### ***Level of Supervision Received and Quality Review:***

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

#### ***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered, or presented and some degree of discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

None

**ESSENTIAL DUTIES**

Participates in the installation, upgrade, and maintenance of ERP applications, databases, middleware, and servers, which includes installing new software releases and system upgrades, evaluating and installing patches, and conducting database migrations, refreshes, and restores.

Assists with planning, designing, and developing database servers, web servers, and application servers in a multi-instance environment. Implements and maintains the architecture necessary for ERP integration with other application systems.

Participates in projects to architect, implement or enhance, and test ERP systems and applications to meet dynamic business needs. Performs routine to complex configuration, change management and testing activities to support a service-oriented architecture and integration between all applications.

Troubleshoots and resolves routine to complex technical problems with ERP systems to include application, database, and server problems.

Performs backup and recovery operations for ERP applications, databases, and systems. Assists with the administration of ERP systems security measures to protect data, software, and hardware.

Participates in the determination of future growth requirements of the applications in areas such as database size, number of end-users and application functionality; works with other information technology professionals to address application capacity needs.

Ensures the performance and reliability of ERP systems by monitoring these systems for high availability, load balancing, and satisfactory response time and working with other information technology professional to resolve performance issues.

Monitors third party tools for application and database performance, provides recommendations for enhancements/changes, and makes database table changes/additions to packaged software applications.

Provides programming/scripting assistance to support ERP system automation; debugs and tunes/optimize SQL statements.

Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge, & Skills:***

**Integrity/Honesty** – Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

**Attention to Detail** – Is thorough when performing work and conscientious about attending to detail.

**Technical Competence** – Uses knowledge that is acquired through formal training or extensive on the job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

**Self Management** – Sets well defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

**Problem Solving** – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternative, and to make recommendations.

**Technology Application** – Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.

**Information Management** – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

**Reading** – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

**Writing** – Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

**Interpersonal Skills** – Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; related well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

**Flexibility** – Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

**Reasoning** – Identifies rules, principles, or relationships that explain facts, data and other information; analyzes information and makes correct inferences or draws accurate conclusions.

**Decision Making** – Makes sound, well informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

**Customer Service** – Works with clients and customers to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.

**Learning** – Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self learning and development.

Knowledge of system development methodologies used to plan, develop, implement, operate, and maintain ERP systems.

Knowledge of ERP database management systems, applications, and database components (tables, rows, etc.).

Knowledge of the principles, procedures, and tools of data management, such as modeling techniques, data backup, data recovery, data dictionaries, data warehousing, data mining, data disposal, and data standardization processes.

Knowledge of the uses of database management systems and software to control the organization, storage, retrieval, security, and integrity of data.

Knowledge of the principles, methods, and tools for automating, developing, implementing, or administering database systems.

Knowledge of the principles and methods of web technologies, tools and delivery systems.

**Physical Demands** (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

*Sitting:* remaining in the normal seated position.

*Handling:* seizing, holding, grasping or otherwise working with hand(s).

*Fingering:* picking, pinching or otherwise working with fingers.

*Talking:* expressing or exchanging ideas by means of spoken words.

*Hearing:* perceiving the nature of sounds by the ear.

*Repetitive Motions:* making frequent movements with a part of the body.

*Eye/Hand/Foot Coordination:* performing work through using two or more.

### **Working Environment:**

Work is primarily performed in an office setting and frequently at other locations for meetings. Work involves pressure due to multiple calls and inquiries and is subject to interruption.

### **Education Requirement:**

Bachelor Degree in Computer Science, Information Systems, Business Administration, Mathematics or a directly related field.

### **Experience Requirement:**

Two years of professional level experience implementing and maintaining ERP applications, databases, and servers.

***Education/Experience Equivalency:***

Additional appropriate education may be substituted for the minimum experience requirement.

Additional appropriate experience may be substituted for the minimum education requirement.

***Licensure and/or Certification:***

By position, requires a valid driver's license.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** xx/xx/2010

***ESTABLISHED BY:*** Melissa Fisher

***REVISED DATE:***

***REVISED BY:***

***CLASS HISTORY*** This is a new class.



## Career Service Authority

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# ERP Applications Administrator II

### GENERAL STATEMENT OF CLASS DUTIES

Performs full performance level professional information technology work planning, developing, installing, configuring, and maintaining Enterprise Resource Planning (ERP) systems and applications; serves as a technical lead on projects involving implementation and maintenance of ERP applications, databases, and servers.

### DISTINGUISHING CHARACTERISTICS

The ERP Applications Administrator II is distinguished from the *ERP Applications Administrator I*, which performs standard level professional information technology work installing, configuring, and maintaining Enterprise Resource Planning (ERP) systems and applications.

ERP Applications Administrators are distinguished from IT Systems Administrators by the specialized knowledge and experience with ERP software and application functionality incumbents in the ERP classifications must possess. Further, ERP Applications Administrators function as a hybrid between a systems administrator and a database administrator, requiring knowledge related to the design, implementation, and maintenance of both databases and servers.

#### ***Guidelines, Difficulty and Decision Making Level:***

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations, and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place, and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices, or precedents may be discussed with the supervisor before being initiated.

#### ***Level of Supervision Received and Quality Review:***

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness, and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

***Interpersonal Communications and Purpose:***

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, and gathered and discretion and judgment are required within the parameters of the job function.

***Level of Supervision Exercised:***

By position, performs lead work.

**ESSENTIAL DUTIES**

Leads the installation, upgrade, and maintenance of ERP applications, databases, middleware, and servers, which includes installing new software releases and system upgrades, evaluating and installing patches, and conducting database migrations, refreshes, and restores.

Plans, designs, and develops database servers, web servers, and application servers in a multi-instance environment. Implements and maintains the architecture necessary for ERP integration with other application systems.

Functions as the lead on projects to architect, implement or enhance, and test ERP systems and applications to meet dynamic business needs. Performs complex configuration, change management and testing activities to support a service-oriented architecture and integration between all applications.

Troubleshoots and resolves complex technical problems with ERP systems to include application, database, and server problems.

Manages the integrity of security design and engineering for ERP applications and systems, including the implementation of backup and recovery processes. Administers ERP systems security measures to protect data, software, and hardware.

Participates in the development of database-related application development standards covering database creation, software placement, storage and auditing. Plans and implements operating procedures for backup of database and recovery of database information.

Determines future growth requirements of the applications in areas such as database size, number of end-users and application functionality; works with other information technology professionals to address application capacity needs.

Ensures the performance and reliability of ERP systems by monitoring these systems for high availability, load balancing, and satisfactory response time and working with other information technology professional to resolve performance issues.

Monitors third party tools for application and database performance, provides recommendations for enhancements/changes, and makes database table changes/additions to packaged software applications.

Provides programming/scripting assistance to support ERP system automation; debugs and tunes/optimizes SQL statements.

By position, performs lead work over other information technology professionals or performs project management duties.



Performs other related duties as assigned or requested.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

## MINIMUM QUALIFICATIONS

### ***Competencies, Knowledge, & Skills:***

**Integrity/Honesty** – Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

**Attention to Detail** – Is thorough when performing work and conscientious about attending to detail.

**Technical Competence** – Uses knowledge that is acquired through formal training or extensive on the job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

**Self Management** – Sets well defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

**Problem Solving** – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternative, and to make recommendations.

**Technology Application** – Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.

**Information Management** – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

**Reading** – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

**Writing** – Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner; produces written information, which may include technical material that is appropriate for the intended audience.

**Interpersonal Skills** – Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; related well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

**Flexibility** – Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

**Reasoning** – Identifies rules, principles, or relationships that explain facts, data and other information; analyzes information and makes correct inferences or draws accurate conclusions.

**Decision Making** – Makes sound, well informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

**Teamwork** – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

**Customer Service** – Works with clients and customers to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.

**Learning** – Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self learning and development.

Knowledge of system development methodologies used to plan, develop, implement, operate, and maintain ERP systems.

Knowledge of ERP database management systems, applications, and database components (tables, rows, etc.).

Knowledge of the principles, procedures, and tools of data management, such as modeling techniques, data backup, data recovery, data dictionaries, data warehousing, data mining, data disposal, and data standardization processes.

Knowledge of the uses of database management systems and software to control the organization, storage, retrieval, security, and integrity of data.

Knowledge of the principles, methods, and tools for automating, developing, implementing, or administering database systems.

Knowledge of the principles and methods of web technologies, tools and delivery systems.

**Physical Demands** (Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs):

*Sitting:* remaining in the normal seated position.

*Handling:* seizing, holding, grasping or otherwise working with hand(s).

*Fingering:* picking, pinching or otherwise working with fingers.

*Talking:* expressing or exchanging ideas by means of spoken words.

*Hearing:* perceiving the nature of sounds by the ear.

*Repetitive Motions:* making frequent movements with a part of the body.

*Eye/Hand/Foot Coordination:* performing work through using two or more.

### **Working Environment:**

Work is primarily performed in an office setting and frequently at other locations for meetings. Work involves pressure due to multiple calls and inquiries and is subject to interruption.

### **Education Requirement:**

Bachelor Degree in Computer Science, Information Systems, Business Administration, Mathematics or a directly related field.

***Experience Requirement:***

Three years of professional level experience implementing and maintaining ERP applications, databases, and servers.

***Education/Experience Equivalency:***

Additional appropriate education may be substituted for the minimum experience requirement.

Additional appropriate experience may be substituted for the minimum education requirement.

***Licensure and/or Certification:***

By position, requires a valid driver's license.

**CLASS DETAIL**

***FLSA CODE:*** Exempt

***ESTABLISHED DATE:*** xx/xx/2010

***ESTABLISHED BY:*** Melissa Fisher

***REVISED DATE:***

***REVISED BY:***

***CLASS HISTORY*** This is a new class.