



Office of Human Resources
IT ERP Applications Administrator II - CI2416
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General Statement of 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.

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.

Competencies

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

Oral Communication – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

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.

Technical Problem Solving - Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.

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

Technology Management - Keeps up-to-date on technological developments. Makes effective use of technology to achieve results. Ensures access to and security of technology systems.

Knowledge & Skills

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.

Level of Supervision Exercised

By position, performs lead work.

Education Requirement

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

Experience Requirement

Three (3) years of professional level experience implementing and maintaining ERP applications, databases, and servers.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

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

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

Working Environment

Potential exposure to cold weather conditions (indoor/outdoor).
Potential exposure to dust.
Potential exposure to hazards from electrical/mechanical/power equipment.
Potential exposure to pesticides or fertilizers.
Potential exposure to risk of blood-borne diseases.
Potential exposure to temperature changes: variations in temperature from hot to cold.
Potential exposure to unpleasant elements (accidents, injuries, and illnesses).
Handles absentee replacement on short notice.
Noise: sufficient noise to cause distraction.
Occasional pressure due to multiple calls and inquiries.
Personal Safety: aware of surroundings, people, and events.
Pressure due to multiple calls and inquiries.
Subject to electrical and radiant energy hazards.
Subject to injury from moving parts or equipment.
Subject to long, irregular hours.
Subject to many interruptions.
Subject to pressure for multiple calls, inquiries, and interruptions.
Works in confined, uncomfortable or awkward locations.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

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

Accommodation: Ability to bring objects into focus.
Agility: Ability to move quickly and easily.
Balancing: Maintaining equilibrium.
Carrying: Transporting or moving an object.
Color vision: Ability to distinguish and identify different colors.
Fingering: Picking and pinching, through use of fingers or otherwise.
Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.
Hearing: Perceiving and comprehending the nature and direction of sounds.
Lifting: Moving objects weighing no more than 10 pounds from one level to another.
Reaching: Extending the hands and arms or other device in any direction.
Sitting: Remaining in a stationary position.
Standing: Remaining in a stationary position.
Stooping: Positioning oneself low to the ground.
Talking: Communicating ideas or exchanging information.
Vision Far Acuity: Ability to perceive or detect objects clearly at 20 feet or more.
Vision Near Acuity: Ability to perceive or detect objects at 20 inches or less.
Vision: Ability to perceive animal behavior, comprehend signs, and detect color.
Walking: Ability to move or traverse from one location to another.
Written Comprehension: Ability to discern the meaning of written words.

Background Check Requirement

Criminal Check
Education Check
Employment Verification
By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: I-815
FLSA Code: Y
Established Date: 9/21/2018
Established By: LS
Revised Date:
Revised By:
Class History: