

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Enterprise Application Specialist/ ERP

Department: Administration

Pay Grade: 512

FLSA Status: Exempt

Job Code: A121

JOB SUMMARY

The purpose of this classification is to assess needs, formulate business solutions, implement, and support operations, services and resources for mainframe, server and Internet or web-based mission-critical business applications and related peripherals. Employees in this classification will provide professional level support as part of the City's centralized Information Technology Division.

ESSENTIAL JOB FUNCTIONS

- Supports the ERP system which includes: Financials (AP, Budget, and Purchasing) Tax, Utility Billing, Human Resources, Payroll, Permits & Code Enforcement, Business Licenses, Online payment services, Online Job Applications, Cashier systems and hardware (credit card machine and receipt printer/check scanners), pay by phone systems and court module for processing of Citations, Probation and Cashier systems and hardware (credit card machine and receipt printer/check scanners).
- Coordinates and executes installation, configuration, administration, customization, updating, scripting, report generation and technical support for a wide range of software applications, including enterprise-wide ERP, Document Management, Database and data exchange, in addition to 3rd party developed applications and interfaces. Serve as a key role in providing expertise, skilled support and problem resolution to a diverse set of applications to ensure a high level of end user satisfaction.
- Performs planning, analysis, interoperability design, configuration, integration, maintenance, system upgrades and enhancements related to mission-critical business applications.
- Reviews existing or identifies new solutions based on business process flow and procedures; to include requirements gathering, testing, production release and application

maintenance. Coordinates within the IT Department to provide information, strategies and planning for critical hardware and system software installations.

- Provides professional level service, support, training, and advice to end users, user champions, staff and elected officials regarding the capabilities and functions of the business application products, along with technical and application issues to vendors. Ensure proper escalation occurs for unresolved issues to ensure customer satisfaction.
- Ensures departmental compliance with all applicable rules, regulations, standards, policies and procedures; ensures adherence to established safety procedures; monitors work environment and use of safety equipment to ensure safety of employees and other individuals; initiates any actions necessary to correct deviations or violations.
- Designs, creates and maintains application and business process related documentation; to include product release and update notes. Develop or utilize resources to maintain an archive and share documentation with supervisor, employees, departments and stakeholders.
- Maintains a high level of system adoption, plan and coordinates training as needed for end users, user champions and stakeholders of new business applications and/or upgrades to existing systems.
- Serves as backup for co-workers who supports the Police Department ERP system.
- Assist departments with assessing the current software and process to try and streamline and also assist with any new software inquiries/implementations.
- Assists the Helpdesk when they become busy or understaffed, using the ticketing system to receive, update and close tasks as they are assigned.
- Creates SQL data integration between two or more disparate applications--ensure data integrity and verify export to [LinX, CarFax, ImageTrend].
- Installs application updates to Recreation and Parks database and web server.
- Creates and disables department accounts in CAD, RMS and the Message Switch as a function of their onboarding and off boarding.
- Works with application vendors to troubleshoot unresolved errors.
- Updates users and groups, and install Application updates in the Paging application [PageGate].
- Assists supervisors, staff, and other departments to review and analyzes the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging these systems.
- Communicates with supervisor, employees, other departments, the public, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems; responds to requests for service or assistance.
- Receives various forms, reports, correspondence, equipment operating manuals, procedures, handbooks, reference materials, manuals, or other documentation; reviews, completes, processes, forwards or retains as appropriate.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience:

Requires a Bachelor's degree in information technology, computer science, engineering or closely related field; three (3) years of experience in computer information systems; or any equivalent

combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Licenses or Certifications:

- Possess and maintain a CompTia A+ and Microsoft MCDST certification.
- Possess and maintain a valid Georgia driver's license with a satisfactory motor vehicle record (MVR).

Special Requirements:

- None

Knowledge, Skills and Abilities:

- Knowledge of client/server application environments; familiarity with Microsoft Server, SQL and database operations; personal computer and mainframe computer systems, Internet or web based applications and computer network (Local Area and Wide Area Networks) services.
- Ability to learn, comprehend, and apply all city or departmental policies, practices, and procedures necessary to function effectively in the position
- Ability to coordinate, manage, and/or correlate data. Includes exercising judgment in determining time, place and/or sequence of operations, referencing data analyses to determine necessity for revision of organizational components, and in the formulation of operational strategy. Practical knowledge in importing data for use in report software, spreadsheets, graphs, and flow chrs. Proven data analysis, data verifications and problem-solving abilities.
- Ability to function in a managerial capacity for a division or organizational unit. Includes the ability to make decisions on procedural and technical levels. Good project management skills and/or substantial exposure to project-based work structures. Ability to communicate ideas in both technical and user- friendly language.
- Ability to overhaul, restore, renovate, construct, and/or rebuild equipment, machinery, or objects, requiring adherence to prescribed standards and specifications. Requires the ability to operate and control the actions of the same equipment, machinery, and/or objects.
- Ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.
- Ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.
- Ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.
- Ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

PHYSICAL DEMANDS

The work is sedentary to light which requires the ability to exert light physical effort, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station. Tasks also require the ability to perceive and discriminate colors or shades of colors, sounds, odors, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT

Work is regularly performed without exposure to adverse environmental conditions.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.