CLASS TITLE: ENTERPRISE SYSTEMS MANAGER

PURPOSE OF THE CLASSIFICATION: Under general supervision, is responsible for managing, administering, developing and maintaining various Enterprise Systems; and performs other related assigned duties.

ESSENTIAL TASKS:
- Strategically plans for system upgrades, including new modules and enhancements, user requirements, testing, training and development, and change management across all City departments and affected areas
- Provides operational support and on-going maintenance of patches/updates to include installation plan, testing and evaluating, initiate change requests and conferring with users, system administrators and vendors
- Creates and publishes a multi-year upgrade plan with forwarding projections
- Ensures compliance related e-business payment options and reports
- Manages security requirements, user roles, permissions and business rules across all environments in accordance with City's Policies and Procedures.
- Manages service level agreements and support call process
- Continuously assesses workflow processes and recommend improvements as needed
- Participates in divisional objectives development and acquisition of new software and ensures implementation to maintain business operations
- Participates in the implementation of divisional software implementations and interfaces
- Serves as a resource for the transfer of knowledge relating to the enterprise systems being managed and coordinates communication and enrollment of available courses
- Directs the work of others
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:
Training and Experience: Graduation from an accredited college or university with a bachelor's degree in management information systems, computer information systems, mathematics, statistics, business administration, accounting, or a related field including or supplemented by advanced coursework in computer sciences, and seven (7) years of experience in accounting, systems analysis and design or project management; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Comprehensive knowledge of the principles, practices, and methods of accounting with particular reference to cost analysis, governmental accounting, and budgeting; considerable knowledge of the management and activities of an information systems development lifecycle; considerable knowledge of project management procedures, practices and equipment as applied to accounting operations; and working knowledge of methods and techniques used in project management and systems analysis. Ability to collaborate with, supervise, and review the work of technical employees; ability to prepare and monitor a large complex budget; ability to design, test, evaluate and analyze complex enterprise systems/programs; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard, 10-key, and telephone; occasional lifting up to 20 pounds; occasional carrying up to 20 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, and handling; and vision, speech, and hearing sufficient to perform the essential tasks.

<u>Licenses and Certificates:</u>   Possession of Certified Public Accountant (CPA) Certification and/or Information Technology Infrastructure Library (ITIL) Certification, preferred but not required.

WORKING ENVIRONMENT: Working environment is primarily in an office setting; requires the use of a telephone and other office equipment.

Class Code: 1183
EEO Code: E-02
Pay Code: EX-48

Group: Fiscal
Series: Financial Management

Effective date: September 27, 2017