

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Enterprise Automation Administrator**

Dept.: **Information Technology Services**

Code Number: **10752**

Reports to: **Director of ITS**

Grade Number: **19, Represented**

Effective Date: **July 2008**

FLSA Status: **Exempt**

General Position Summary:

This position provides software application leadership and supervises and manages all hardware, software, and operating systems for the KCLS Enterprise (JDEdwards Enterprise One), financial/human resource system, and for Dynamics SL (DSL), facilities system. The EAA establishes priorities, schedules essential computer tasks and communicates in areas such as software upgrades, application deployment, system maintenance, operating system up-grades, hardware architecture configuration and expansion, backups and security checks.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Plan and coordinate Enterprise and FMS system schedules and services with, and based upon the priorities of, Human Resources, Business Office, and FMS representatives.
2. Provide organized and effective customer service for Human Resources, Business Office, and FMS customers. Facilitate staff understanding of the ERP schema. Ensure system integrity for the end users.
3. Trouble-shoot a live multi-user, multi-operating system, and multi-platform Enterprise Resource Planning application.
4. Define and manage data interfaces between DSL and JDE.
5. Install, configure, document and maintain systems hardware.
6. Apply prudent patches to all systems.
7. Design, produce, maintain and modify system-reporting methods.
8. Contract for and manage specialized computer programs as needed. Support third party products such as Cornerstone, Create!Form, Crystal Reports, Vertex.
9. Manage system queuing for efficient load balancing.
10. Manage software upgrade projects. Coordinate and facilitate software implementation meetings as needed. Test systems for all customizations and interfaces.
11. Coordinate, facilitate and manage consultant/vendor relationship for ITS.

Secondary Duties:

1. Coordinate with the PC Services manager for PC and workstation related support of the Enterprise system.

2. Coordinate with the Network and Systems manager for central hardware and network related support of the Enterprise system.
3. Participate as a member of or as the facilitator/lead of assigned committees.
4. Other related duties as assigned.

Communication:

Contacts are normally made with KCLS employees and customers, vendors, etc. Contacts are frequently made on the incumbent's own initiative or are initiated by a third party and occasionally contacts are made at the supervisor's request. The position has a requirement to interact with customers (KCLS staff) frequently and communications frequently contain confidential/sensitive information necessitating discretion at all times.

Initiative:

The position develops practices and procedures for the ERP process and is responsible for problem solving at the facility level. The incumbent frequently administers and coordinates new programs/services or concepts and the job involves a high degree of complexity. The incumbent performs duties with little or no direction given and frequent new and varied work situations are encountered. Decisions are made within general organizational policy constraints/guidelines. This position is responsible for knowing and understanding the latest hardware and application developments that affect the Enterprise and DSL systems, and for incorporating these developments into system planning and recommendations.

Accountability:

The position experiences frequent interruptions and maximum flexibility is required. Substantial planning and goal-setting responsibilities are involved and plans have a long-term view in impact or results. Strategic planning is involved in this position. The position makes decisions that have impact system wide, and the incumbent's work is seldom monitored or checked by another. This position is responsible for the effective operation of the Enterprise and DSL systems and delays or errors could impact the overall effective design and implementation of this system throughout the KCLS. Resources under the immediate control of this position include all ERP and DSL hardware and software. The incumbent creates any and all documentation of a technical nature for the Enterprise and DSL projects applicable to ITS.

Leadership:

The position is responsible for leadership, management and coordination within assigned projects. As senior technical staff, incumbent is responsible for role modeling and promoting organizational values within own work unit or department.

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's degree or equivalent in Business or Information Systems.

- Five to eight years experience in ERP system administration and ERP system experience in large organizations.
- Classroom and on-the-job training to develop a familiarity with multiple operating systems, application programs, programming languages and process control.

Necessary Knowledge, Ability and Skills:

- Thorough knowledge of computer systems operating, technical and programming requirements as well as requirements specific to a multi-location Enterprise program.
- Thorough knowledge of financial and HR systems throughout a large multi-location organization and their design requirements for Enterprise system implementation.
- Thorough and detailed knowledge of computer related functions such as integrated system process debugging, application software configuration and debugging, programming code creation, operating scripting and detailed problem analysis and resolution.
- Extensive knowledge of organizations and staff involved in Enterprise program implementation.
- Considerable knowledge of principles of supervision and assisting others in learning new systems and procedures of a technical nature.
- Considerable knowledge of English and math.

Ability to:

- Assess and analyze problems and take timely and effective action under demanding and stressful conditions.
- Develop and maintain positive working relationships with a variety of technical and non-technical individuals including KCLS staff, technical and non-technical representatives from other organizations and vendors.
- Work independently, recognize and set priorities and plan, organize and coordinate own work and work of project members.
- Use initiative and independent judgment within prescribed policies and procedures.
- Communicate effectively, orally and in writing, including group presentations and project reports.
- Troubleshoot on a “live” computer system without disturbing system operation.
- Understand the overall system requirements of the new program and apply them to the KCLS existing systems, foresee problems and develop solutions.

Skill in:

- Microsoft SQL application programming, database management and system administration. Experience with JDEdwards Enterprise One and Microsoft Dynamic SL is desirable.
- Listening to, understanding and interpreting information received from employees, vendors and consultants.

- Developing and training employees and staff involved in implementing new systems.
- The use of computer software and hardware.
- Overseeing all aspects of an ERP system and the ability to use the system to deliver effective and progressive financial, HR, and FMS related services throughout a large multi-location organization.

SPECIAL REQUIREMENTS

Valid Washington driver's license.
Certification in relevant areas is desirable.

PHYSICAL DEMANDS

The position requires continuous sitting, keyboarding, talking, repetitive motions of hands/wrists, close vision, depth perception and the ability to adjust focus. Pushing, lifting, pulling and carrying up to 50 pounds are required, as in manipulation of workstations and wiring.

WORK ENVIRONMENT

Work is performed in a normal office environment. Position requires some overtime, on-call status 24 hours per day, evening/early AM meetings. Working conditions that are elements of this position include constant sitting, risk of shock, heavy lifting, constant standing, extensive close work (eyestrain) and extensive PC monitor work.

Advancement Possibilities:

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: _____
HR-Director

Final: 2-28-03
Revised: 7-9-08
Final: 2008-08-05