



## Job Description

### Town of Westerly

Job Title:	Systems Administrator								
FLSA:	Exempt		Non-Exempt	X	Union Status:	Union		Non-Union	X
Supervision Received:	Director of Finance			Supervision Exercised:			None		
Last Revision:	08/2017								

**General Summary:**

This position is responsible for administering the Town’s enterprise resource planning system (MUNIS) by configuring, monitoring, troubleshooting, conducting performance tunes, patches, and upgrades of the Town’s database system for effective business operations and administration.

**Essential Functions:**

1. Reviews, develops, recommends, enforces and adheres to database policies and standards for the Town, which includes, developing and implementing policies and procedures, archiving, access and security.
2. Develops new standard operating procedures (SOPs) for configuration, testing, training and implementation.
3. Works in train and sandbox environments to test and evaluate programs, modules and processes going online before live deployment.
4. Serves as the technical expert in the area of system administration for the ERP system.
5. Proactively monitors, tests, and reports on database integrity, security and compliance measures.
6. Identifies opportunities to upgrade or replace software to meet the current and future requirements of business areas and end-users by researching and evaluating potential solutions by coordinating with end users and other technology personnel within the Town.
7. Evaluates critical database security issues (content, internal controls, access levels, etc.) and makes recommendations for their resolution.
8. Stays abreast of technology developments (hardware, software, protocols, etc.) to identify current and future database administration requirements.
9. Communicates and interacts effectively with internal and external business contacts.
10. Provides support on the most complex issues relating to the ERP system and investigates and troubleshoots issues, working with internal technology professionals as well as external vendors.
11. Works with internal staff to evaluate proper usage of modules and provides training and guidance on the use of the system.
12. Works with internal staff on process documentation and workflow management.
13. Evaluates current usage of ERP system across a variety of modules and works with internal technology professionals and external vendor to evaluate efficiency and modernization of current practices and procedures by utilizing the ERP.
14. Develops end user training materials and process guides on all modules utilized by the organization and trains end users on an as needed basis.

15. Evaluates and recommends solutions for utilizing the Town's ERP for a variety of functions.
16. Utilizes crystal reports and trains staff on crystal reports to extract data from the Town's ERP and provide information as requested.
17. Establishes written change control process over changes to roles and user access that includes approval of appropriate staff to ensure appropriate segregation of duties.
18. Performs any other related duties as assigned.

**Other Functions:**

1. Attends conferences, seminars, committee meetings as required.
2. Cross-trains with other technology staff as required.
3. Travels to test sites, on-site job audit locations, training locations, or other Town facilities as required.
4. Other related duties as assigned.

**Education & Experience:**

Education:

Bachelor's degree in computer science, information technology, management information systems, accounting, business administration or related field.

Experience:

Three years of experience in systems administration or working as a financial analyst with experience in financial systems management. Experience should include working with an ERP system.

Any equivalent combination of education, experience, or training that has prepared the incumbent to perform the essential duties of the position.

**Knowledge, Skills & Abilities:**

The position requires the following knowledge:

- Knowledge in the principle, practices, laws, regulations and procedures of system administration including user access and user security.
- Knowledge of ERP systems which includes configuration and testing to meet business needs.
- Knowledge of various ERP systems and system administration principles, practices and procedures.

This position requires the following skills:

- Sound administrative and management skills in the areas of policy interpretation, procedures and people.
- Well developed analytical capabilities.

This position requires the ability to:

- Prepare and analyze comprehensive reports and carry out assigned projects to their completion.
- Maintain effective working relationships with all contacts.
- Understand and communicate written and verbal instruction.
- Effectively interact and communicate with the general public and fellow employees and a

variety of other stakeholders.

- Understanding of town ordinances, state laws and regulations governing human resources issues.
- Manage various computer applications including Excel and Word

**Licenses & Certifications:**

Possess a valid driver's license.

**Special Requirements:**

This position requires the following:

- Work hours beyond the regularly scheduled work week in order to attend various commission, board and council meetings will be required.
- A thorough background check.

**Working Conditions & Environment:**

<i>Physical Activities</i>	<i>Amount of Time</i>			
	<b>None</b>	<b>&lt;1/3</b>	<b>1/3 to 2/3</b>	<b>&gt;2/3</b>
Stand		<b>x</b>		
Walk		<b>x</b>		
Sit				<b>x</b>
Use hands to finger, handle, or touch				<b>x</b>
Reach above shoulders		<b>x</b>		
Climb or balance		<b>x</b>		
Stoop, kneel, crouch, or crawl	<b>x</b>			
Talk or hear				<b>x</b>
Taste or smell	<b>x</b>			
Driving (including valid driver's license)	<b>x</b>			

<i>Lifting Requirements</i>		<i>Amount of Time</i>			
		<b>None</b>	<b>&lt;1/3</b>	<b>1/3 to 2/3</b>	<b>&gt;2/3</b>
Up to 10 pounds			<b>x</b>		
Up to 25 pounds			<b>x</b>		
Up to 50 pounds		<b>X</b>			
Up to 100 pounds		<b>X</b>			
More than 100 pounds		<b>X</b>			
<i>Noise Level in the Environment</i>					
	Very quiet		Quiet		
<b>x</b>	Moderate Noise		Loud Noise		
	Very Loud Noise				
<i>Environmental Conditions</i>		<i>Amount of Time</i>			
		<b>None</b>	<b>&lt;1/3</b>	<b>1/3 to 2/3</b>	<b>&gt;2/3</b>
Work near moving mechanical parts		<b>x</b>			
Work in high places		<b>x</b>			
Risk of electrical shock		<b>x</b>			
Risk of radiation		<b>x</b>			
Work in extreme weather conditions		<b>x</b>			
Exposure to blood or other body fluids		<b>x</b>			
Exposure to hazardous chemicals		<b>x</b>			
<i>Special Vision Requirements</i>					
<b>x</b>	Close vision	<b>x</b>	Distance vision		
	Color vision	<b>x</b>	Peripheral vision		
<b>x</b>	Depth perception	<b>x</b>	Ability to adjust focus		

*The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.*