JOB SUMMARY

This position is responsible for the day-to-day systems analysis, administration, monitoring and maintenance of software infrastructures and applications.

MAJOR DUTIES

1. Oversees portfolio of enterprise software applications, processes and services.
2. Provides high level technical support for comprehensive ERP system software.
3. Works cross functionally with vendors and internal staff to resolve application software issues.
4. Devises plans for implementing new applications, releases and changes.
5. Provides group and individual training to staff as necessary.
6. Identifies organizational need for new applications and processes.
7. Learns and evaluates County business processes and workflow.
8. Spearheads user groups and staff meetings for introducing evolving software technologies.
9. Conducts research on emerging software products that best enhance the end users' performance and assists users with the most efficient methods of use.
10. Secures applications by managing access control, monitoring, and evaluation; maintains documentation and performs audits as necessary to ensure information security.
11. Oversees and implements assigned projects.
12. Performs other duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge and skills required to manage and troubleshoot enterprise software systems.
2. Knowledge of relational database concepts and ERP system software.
3. Knowledge in the principles of information security with an emphasis on types of access controls.
4. Knowledge of release management and DevOps
5. Knowledge in the concepts of system analysis.
6. Skill in researching and analyzing emerging technologies.
7. Skill in oral and written communication. Ability to explain complex technical concepts clearly and concisely.
8. Ability to maintain focus, and work both independently with little or no supervision or in a team environment.

SUPERVISORY CONTROLS

The Chief Information Officer assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the results.

GUIDELINES

Guidelines include the Fayette County Employee Handbook, county policies and procedures, departmental procedures, and other industry standards and best practices used throughout the industry. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied administrative and technical duties in the maintenance of the county's IS system. Frequently changing industry standards contributes to the complexity of the position.
- The purpose of this position is to perform day-to-day maintenance for the county's information technology systems. Successful performance in this position contributes to the increased effectiveness of county operations through the efficient and timely processing of information.

CONTACTS

- Contacts are typically with members of the general public, other county employees, and vendors.
- Contacts are typically to give or exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while standing, walking, bending, crouching, or stooping. The employee occasionally lifts light and heavy objects, climbs ladders, and uses tools or equipment requiring a high degree of dexterity.
- The work is typically performed in an office or computer room.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

SPECIAL CERTIFICATIONS AND LICENSES

- Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

ADA COMPLIANCE

- Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE

- The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

DRUG AND ALCOHOL COMPLIANCE

- In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post-accident, and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute, or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of baccalaureate degree in a course of study related to the occupational field.
- Sufficient experience to understand the basic principles relevant to the major duties of the position, usually associated with the completion of an apprenticeship/internship or having had a similar position for two or more years.