

**CLASS SPECIFICATION**  
**Enterprise System Administrator**

**GENERAL PURPOSE**

Under direction, plans, organizes, supervises and participates in the work of professional information technology staff engaged in providing applications development, maintenance and support, including Geographic Information Systems (GIS), to City managers and staff; consults with managers and staff to determine needs and develop technology solutions and tools; may serve as project manager for major software development, implementation and/or conversion projects; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Enterprise System Administrator plans and supervises the activities of a technology services section of professional and specialized technical staff, serves as technical resource and works with staff to deliver City-wide technology services to meet the needs of City departments for achievement of their business, operational, public service and productivity objectives. The incumbent is responsible for ensuring the effective planning and completion of multiple applications and technology projects of varying size and scope to meet departmental customer requirements. The incumbent is expected to exercise sound independent judgment in managing the delivery of high quality, customer-focused products and services, efficiently and cost-effectively.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below 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 this class.

1. Plans, organizes, supervises and evaluates the work of the software services section of the technology services division; with subordinate supervisors and staff, participates in establishing operational plans and initiatives to meet division goals and objectives; implements division plans, work programs, processes, procedures and policies required to achieve overall division performance results; coordinates and integrates functions and responsibilities to achieve optimal efficiency and effectiveness; participates in developing and monitoring performance against the annual technology budget.
2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; monitors performance and provides coaching for performance improvement and development; provides or recommends compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, subject to management concurrence, in accordance with the City's human resources policies and procedures and labor contract provisions.
3. Provides leadership and works with staff to develop and maintain a high performance, customer service-oriented work environment that supports achieving the City's mission, strategic goals and core values.

4. Supervises and participates in the design, development and implementation of applications projects and other technology solutions assignments; serves as project manager for large scale, enterprise-wide software development projects; reviews and approves project scope of work, detailed project plans, milestones and deadlines; oversees design, development, programming and implementation of new applications or application enhancements; monitors project progress and prepares status reports; reviews and acts on project change requests; approves deliverables; integrates new projects into overall work plans; coordinates, prioritizes and integrates work on multiple projects; manages project completion to ensure accountability for results.
5. Develops bid proposals, RFPs and RFIs for professional services and acquisition of systems and standard software; establishes evaluation criteria; recommends the selection of vendors; negotiates with vendors; administers contracts and ensures conformance with contract terms and performance requirements; manages and administers the City's software and applications budget.
6. Meets with customers to review current and future applications development and enhancement needs and data management requirements to stay abreast of their business and operating requirements; confers with departments and users regarding the feasibility of alternative conceptual approaches to meeting requirements; works with steering and advisory committees and department managers to formulate technology strategies, establish priorities and define applications development and enhancement needs.
7. Coordinates software services activities with other technology sections and departments to optimize performance and use of installed systems in meeting customer needs; provides expert technical information, guidance and support to departments and users as needed.
8. Collaborates with other technology services staff to develop and implement technology standards, policies and procedures; manages the development of data standards and administration of enterprise databases.
9. Manages and oversees the development of systems and user documentation; supervises and oversees customer training.
10. Participates in maintaining current, up-to-date disaster recovery plans.

#### **OTHER DUTIES**

1. Attends a variety of meetings, training sessions, conferences and seminars as required.
2. Keeps abreast of advancements and emerging trends in information system and computing technologies and their capabilities.

#### **QUALIFICATIONS**

##### **Knowledge of:**

1. Principles, practices and techniques of information systems management, including applications design, hardware and software options for business, engineering and operations functions and the cost-benefit of systems alternatives.
2. The Systems Development Life Cycle.
3. Principles and methods of systems analysis.

4. Applications design principles and development methodologies and tools.
5. Programming theory and programming languages used in City applications.
6. Operating system capabilities and constraints applicable to enterprise information systems and platform operating systems.
7. Standard PC software packages, including word processing, spreadsheets and database programs.
8. Database management systems and software, including architectures, diagnostic tools, commands and utilities.
9. Network architecture and design concepts, including topologies, protocols, configuration, and connectivity testing and troubleshooting issues as they affect applications design.
10. Systems integration design concepts as they relate to applications design and development.
11. Principles and practices of sound business communication.
12. Principles, practices and methods of project management as they apply to information technology projects.
13. Principles and practices of effective supervision.
14. City human resources policies and procedures and labor contract provisions.

**Ability to:**

1. Plan, organize, integrate and supervise a broad range of complex applications development, administration and maintenance activities.
2. Establish and maintain project and production schedules and balance responsibilities for multiple projects to ensure timely, high-quality results.
3. Identify information and technology management issues and opportunities, analyze complex problems and alternatives and develop sound conclusions and recommendations.
4. Assess customer needs, set priorities and allocate resources to most effectively meet needs in a timely manner.
5. Develop and implement appropriate procedures and controls.
6. Develop and maintain effective client relationships with City managers and end users.
7. Perform business process analyses and reach sound, logical conclusions regarding user needs and business requirements.
8. Understand and apply functional requirements to the development of systems proposals, specifications and recommendations for cost effective information systems and technology solutions.

9. Communicate clearly and effectively to diverse audiences of technical and non-technical personnel, both orally and in writing.
10. Prepare clear, concise and accurate proposals, contracts, reports, correspondence and other technical written materials.
11. Read, interpret, explain and apply technical information on business processes, software and hardware for technical and non-technical users.
12. Exercise sound expert independent judgment within general policy guidelines.
13. Keep technical skills current to meet continuing work responsibilities.
14. Use tact and diplomacy when dealing with sensitive, complex and/or confidential issues and situations.
15. Establish and maintain highly effective working relationships with City management, staff and others encountered in the course of work.

**Education, Training and Experience:**

A bachelor's degree in information systems, information technology or a closely related field. A minimum of six years of progressively responsible experience in the design and development of information systems; and at least two years of experience at a project management or supervisory level.

**Licenses; Certificates; Special Requirements:**

A valid California driver's license and the ability to maintain insurability under the City's vehicle insurance policy.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Mental Demands**

While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze

and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with City management, staff and others encountered in the course of work.

### **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet.