KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Enterprise Automation Administrator**
Dept.: **Information Technology Services**   Job Code: **10752**
Reports to: **Director of ITS**   Grade Number: **19, Represented**
Effective Date: **Revised January 2018**   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.

Core Competencies:

Valuing Diversity
Manages relationships with all kinds and classes of people inclusively and equitably; respects, values, and encourages the unique dimension each employee adds to the organization and each member of the community brings to the whole. Seeks opportunities to learn about differences.

Customer Focus
Primarily focused on customer needs, able to deliver high quality, value added services. Constantly strives to find new ways to increase customer satisfaction and understanding, foster equitable services, and forge meaningful connections.

Ethics, Values and Judgement
Exercises best judgment, trustworthiness, and professional standards of conduct; consistently demonstrates organization's values, moral principles, and accountability through behavior, character, and action. Defends intellectual freedom and confidentiality.

Professional and Technical Knowledge
Demonstrates proficiency in professional and technical skills and/or knowledge in position-related areas; purposely keeps up with current developments and trends in areas of expertise, in order to better foster personal success and connections for others.

Communicates Effectively
Conveys ideas/information in a way that is clear, engaging, and suitable to the audience. Main point of their message is apparent. Listens more than they speak, responds appropriately. Seeks influence.

Decision Quality
Makes decisions and solves problems, can deal adeptly with varied levels of complexity, ambiguity, and risk; takes responsibility and accepts ownership for decisions regardless of outcome. Responds promptly and appropriately in crises situations.

Work Quality
Inspires and strives for excellence in all aspects of work including setting high standards of performance for self and others; ensures that results are complete and accurate; exhibits attention to detail.

Adaptability and Flexibility
Adapts and adjusts comfortably to changing or different situations, conditions, and work responsibilities in ways that still result in productive performance.

Peer Relationships
Responds and relates well with peers/colleagues; is seen as a team player and is cooperative and collaborative; looks for common ground and solves problems for the good of all.

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.

SPECIAL REQUIREMENTS

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

PHYSICAL DEMANDS

While performing the duties of this job, the employee is constantly using hands in conjunction with frequent finger use and keyboarding, this computer work may be repetitive up to occasionally. Constantly sits and will seldom stand or walk. Will frequently reach up to chest level with hands and arms to work at a desk. The employee will occasionally lift to 10 pounds and seldom up to 35 pounds and seldom push/pull carts using light force.

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: _____

Director of HR