

**RANCHO CALIFORNIA WATER DISTRICT
POSITION DESCRIPTION**

DATE: July 1, 2019

POSITION TITLE: **Operations Systems Administrator**

GRADE LEVEL: E18

SUPERVISOR TITLE: Engineering Manager - Operations

FLSA STATUS: Exempt Non-Exempt

BARGAINING UNIT: RCWDEA RCWD MPCEA



DEFINITION

Under general direction, this position is responsible for administering Operations and Maintenance Division computerized data and information gathering and reporting systems (referred herein as “systems”) to include, but not limited to maintenance management, vehicle tracking, wireless field network, water metering, and utility locating. This position will also ensure that critical activities are performed to maintain ongoing business requirements of the organizational objectives for the Enterprise Resource Planning (ERP) systems; make certain that all future enterprise modules are seamlessly integrated with existing District systems; and configure application security for operations.

CLASS CHARACTERISTICS

Positions assigned to this level independently perform technical and specialized system implementation, management, operations, oversight, and analytical functions. They may also provide liaison, technical assistance, and training in the completion of assigned duties including coordination with third parties for database conversion, application development, and enterprise-wide system module integration. This job classification is represented by the Rancho California Water District Employees Association (RCWDEA) bargaining unit.

EXAMPLE OF DUTIES (Duties may include, but are not limited to, the following):

-  Analyze, design and configure business process workflow to ensure that all District business needs are met; recommend strategies for more efficient and effective use of the systems
-  Assist with the development, implementation, testing, configuration and maintenance of District’s systems

- ✎ Consult as needed with the business user leads and extended user community on requirements, enhancements and systems-related issues
- ✎ Design and create systems reports using Crystal Reports and SQL Reports
- ✎ Develop and implement systems documentation (i.e. Standard Operating Procedures (SOP), training material, etc. to serve as a reference for developers and end users
- ✎ Manage data integrity to support various areas within the District for integrated applications; ensure systems are valid to interact with all divisions
- ✎ Perform ongoing reviews of systems applications and prepare recommendations for systems improvements
- ✎ Serve as the primary liaison for internal customers for District vendors and all other software related to the Operations and Maintenance Division
- ✎ Troubleshoot and replace AMI core and wireless network field equipment
- ✎ Perform related duties as assigned

QUALIFICATIONS

Knowledge of:

- ✎ A solid understanding of database systems such as Crystal Reports and Microsoft SQL Server
- ✎ Advanced Meter Infrastructure (AMI) systems design and troubleshooting with specific experience with Itron software
- ✎ Application interfaces and data conversion strategies
- ✎ Business processes, operating practices, and the organizational structure of a public agency
- ✎ Customer service systems (such as experience with Cayenta software)
- ✎ Developing and administering a comprehensive training program for end users
- ✎ Financial systems such as Lawson software
- ✎ Government agency standard CMMS systems such as Hansen Software
- ✎ Microsoft Windows Operating Systems and applications
- ✎ Project management within a financial and/or business environment preferable
- ✎ Proper work safety standards
- ✎ Vehicle tracking systems such as Network Fleet Software
- ✎ Wireless network design and troubleshooting GIS Software

Ability to:

- ✎ Build consensus and establish effective working relationships with all levels of the organization
- ✎ Comprehensive interpersonal and communications skills capable of explaining complicated systems in a simple and understandable method while effectively enhancing team building techniques
- ✎ Comply with the District's Safety, Health, and Environmental policies
- ✎ Develop familiarity with District business processes in order to assist with integrating business processes with software solutions

- ✎ Discern appropriate level of support needed to respond to a problem
- ✎ Effectively bring the technical and business teams together to solve complex issues
- ✎ Gain cooperation through discussion and persuasion
- ✎ Learn new technologies and new applications
- ✎ Meet deadlines in a fast paced and changing environment
- ✎ Operate a wide variety of telephone and computer hardware and software
- ✎ Perform research, prepare effective staff reports, and statistical information
- ✎ Prototype and test systems prior to use on production servers
- ✎ Respond to end-user clients in a courteous, efficient, and professional manner
- ✎ Translate business requirements into technical deliverables
- ✎ Understand and carry out verbal and written directions
- ✎ Map AMI Reports

SELECTION GUIDELINES

The appropriate knowledge, skills, and abilities can be achieved through a variety of combinations of experience and training. A typical example is:

Experience: Three (3) to five (5) years of experience in the implementation, configuration, support, training, and maintenance of a government agency ERP system.

Training: Equivalent to a Bachelor's Degree in Information Technology, Computer Science, Business Administration, or related field.

Licenses and Certificates:

- ✎ Grade D2 Water Distribution Certificate, SWRCB, required
- ✎ Grade T1 Water Treatment Certificate, SWRCB, required
- ✎ Valid California driver's license, required

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

The essential functions of this position will require the employee to perform the following physical activities:

- ✎ Communicate verbally with District management, co-workers, and the public in face-to-face, one-to-one, and group settings
- ✎ Exposure to confined working space and potential electrical hazards
- ✎ Hearing and vision within normal ranges
- ✎ Heavy lifting (up to 50 lbs.) and ability to stand, walk, kneel, crouch, stoop, squat, twist, and climb
- ✎ Regularly use a telephone for communication
- ✎ Sit for extended time periods
- ✎ Use office equipment such as a PC, copier and FAX machines

OTHER REQUIREMENTS

 Willingness to work nights, weekends, and overtime, as necessary

_____	_____
Employee Signature	Date
_____	_____
Supervisor/Manager Signature	Date