



Enterprise Asset Manager

Administrative Services

AS-EAM

JOB SUMMARY

This position is responsible for performing technical work involving installation, maintenance, and technical support of database servers, networked client-side data applications and web-based data applications utilized by the organization. Develops, analyzes and reports on deliverables related to enterprise application data.

MAJOR DUTIES

- Responsible for planning, installing, configuring, maintaining, and supporting critical data-driven systems used by the agency. The incumbent will apply analytical, communication, and problem-solving skills to help identify, communicate, and resolve issues. In addition, this individual will also be responsible for identifying and implementing system improvements to optimize performance and uptime in a manner consistent with organizational goals, industry best practices, and regulatory requirements.
- Serves as the primary point of contact for enterprise application issues and regularly searches for ways to improve existing methodology and recommends and implements new technologies as they become available.
- Develops and/or maintains an Asset Management Plan and Data Management Plan for the utility.
- Assists in long range planning for the physical development of JWSC infrastructure and environmental control systems.
- Assists in strategic planning for overall organizational management and optimization.
- Consults with Commission, Executive Director, Deputy Executive Director, and regulatory agencies; implements utility rules, regulations, and policies.
- Sets and tracks metrics for staff activities and performance measurement using asset management program software and management tools; improves maintenance costs and efficiencies through use of asset management database and work order planning tools for cost improvements that include but are not limited to material changes, task scheduling, functional coordination actions, etc.

- Manages various projects involving installation, maintenance, and troubleshooting of enterprise software applications and databases. Schedules maintenance and upgrades of enterprise applications, manages planning and scheduling of major enterprise application projects.
- Performs research and implements server maintenance, upgrades, and replacement. Analyzes computing and networking needs. Recommends acquisition of enterprise software applications. Recommends computer system specifications (for enterprise applications). Provides information relating to hardware/software specifications and assists in establishing standards for enterprise software applications and databases.
- Receives price quotes, technical support documentation, specifications, manuals, reference materials, trade publications, catalogs, directories, Internet resources, or other documentation; reviews, completes, processes, forwards or retains as appropriate.
- Communicates with Directors/Superintendents, Enterprise Application Users, vendors, manufacturer representatives, outside organizations, consultants, and other individuals as needed to administer/oversee work activities and projects related to enterprise applications.
- Gains and maintains a working knowledge of a variety of enterprise software applications, gains and maintains an increasingly in-depth understanding of programming languages used by enterprise web applications; gains and maintains working knowledge of enterprise software applications by regularly interacting with end users and determining how users interact with the enterprise applications and how the applications can be improved upon.
- Maintains an awareness of new products, technologies, trends, and advances in the profession; reads technical publications such as magazines, books, articles, and journal publications to increase knowledge of data trends, web application development, programming language trends, database development, and data collection and analysis.
- Performs troubleshooting and resolves technical problems, which include enterprise application, database, and server problems. Coordinate, instruct, teach, and assist IT technician(s) and other technical staff.
- Develops and/or maintains an Asset Management Plan and Data Management Plan for the utility.
- Assists in long range planning for the physical development of JWSC infrastructure and environmental control systems.
- Assists in strategic planning for overall organizational management and optimization.
- Consults with Commission, Executive Director, Deputy Executive Director, and regulatory agencies; implements utility rules, regulations, and policies.
- Sets and tracks metrics for staff activities and performance measurement using enterprise applications and management tools; improves maintenance costs and efficiencies through use of

asset management database and work order planning tools for cost improvements that include but are not limited to material changes, task scheduling, functional coordination actions, etc.

- Develops and administers disaster recovery planning and testing as well as producing/maintaining disaster recovery plans and procedures.
- Determines future growth requirements of enterprise applications in areas such as database size, server, and storage resources.
- Works toward performance tuning of enterprise applications by monitoring these systems for high availability, load balancing, and satisfactory response time using third-party tools.
- Assists in assuring compliance with all local, state and federal laws and regulations.
- Assists in maintaining high levels of customer service throughout the organization.
- Assists in policy development and implementation.
- Responds to emergency calls for assistance; coordinates with other local and state agencies whenever necessary or appropriate to maximize resources and services.
- Responds to written and verbal inquiries and requests as needed.
- Maintains effective working relationships with consultants, contractors, vendors, local, state, and federal agencies involved in public works projects, programs or services.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of modern office practices and procedures.
- Knowledge of computers and enterprise software applications.
- Skill in prioritizing and organizing work.
- Skill and the ability to learn administration of enterprise software applications.
- Skill in the maintenance and administration of databases.
- Skill in oral and written communication.
- Skill in the preparation of reports.

GUIDELINES

Guidelines include agency policies and procedures. These guidelines are generally clear and specific, but may require some subjective interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The purpose of this position is to provide structure, consistency, and order to the use of the JWSC's various enterprise applications. This will be accomplished, in part, by regularly analyzing data from various databases to ensure data is being entered by users in a consistent manner and that referential integrity is maintained.
- The incumbent will work to modify/customize enterprise applications to ensure critical data is being entered into the enterprise application by users consistently and in accordance with best practices.

CONTACTS

- Contacts are typically with enterprise application software users, directors and superintendents, outside consultants, and software vendors.
- Contacts are typically to offer assistance, advice, instruction, and guidance on best practices and acceptable use of software products used by the JWSC.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing or stooping. The employee occasionally lifts light objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

None.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with the completion of an associate's 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 one to two years.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia for the type of vehicle or equipment operated.