

**Town of Natick
Job Description**

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|------------------------|-------------------------------------|---------------------|---------|
| Position Title: | System Specialist Administrative | Grade Level: | Grade 2 |
| Department | Information Technology | FLSA Status | |
| Reports to: | Director of Information Technology | | |

Statement of Duties: The System Specialist Administrative position will assist with administration, maintenance, end user support and training for the Town’s numerous desktop applications and enterprise wide applications, work with end users and vendors to troubleshoot application issues, work with department heads in reviewing and making recommendations for new department level applications and assist in the planning, implementation and training of new software systems. This position will document and map the Town’s current workflow and interfaces between the Town Enterprise Resource Planning system (ERP) and all other Town enterprise systems to identify and make recommendations to improve efficiencies, increase data accuracy, reduce duplication of efforts between systems and make recommendations for the purchase of new systems, if required. This position is required to have a multitude of skills including presentation, collaboration with multiple teams and the ability to provide exemplary customer service by troubleshooting user issues. The System Specialist Administrative effectively provides on-site go-live support, upgrade support and ongoing application support and optimization.

The position will assist in the management of electronic keeping systems. Understanding of the Town’s paper filing system is also necessary to ensure efficient access of files and to maximize our conversion to digital systems. Additionally, the position assists staff with other tasks as assigned.

Supervision Required: This position reports directly to the Director of Information Technology. The position will rotate through various departments as platforms are down and launched.

Supervisory Responsibility: No direct supervision though provides support and guidance to staff. The employee is responsible for providing functional direction and training to department users.

Accountability: Errors and omissions in work could result in missed deadlines, poor employee morale, and adverse public relations.

Complexity: The ideal candidate must be able to solve problems by analyzing business issues/requirements, analyzing workflows, have excellent verbal and written communication skills and be able to work independently. Information technology professionals require ingenuity and creativity to keep pace with an ever-changing marketplace.

Confidentiality: Individual judgment and the application of professional knowledge and experience are required in selecting the appropriate practices, procedures, regulations, or guidelines to apply in each case.

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Work Environment: The employee must perform work in a normal office environment, not subject to extremes in temperature, noise, odor, etc. Duties require extended periods spent at terminal, on telephone, or operating other office machines; and significant travel between work locations within the Town.

Nature and Purpose of Contacts: Primary contacts are with Town employees and Department Directors for the purpose of providing application support and assistance. Additional contacts include department heads, town administration and software vendors for the purpose of exploring new or improved software systems.

Occupational Risks: Duties generally do not present occupational risk. However, if an employee fails to properly follow safety precautions and procedures, it could result in a minor injury.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various type 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.

- Assist Town officials and managers in defining their application needs, organizing priorities and identifying applications to improve the efficiency and effectiveness of operations.
- Provide technical assistance and resources for resolving application problems.
- Evaluate applications on an enterprise-wide basis, making recommendations for short and long-term enhancement and development.
- Solicit, encourage and evaluate suggestions from users to improve current electronic applications; analyze suggestions to determine feasibility, and implement, as approved.
- Ability to communicate effectively with others, both orally and in writing.

Education and Experience: or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

- Graduation from an accredited 4-year college/university (Bachelor's degree)
- Minimum three (3) years of experience managing office systems, databases, and/or processes.
- One (1) to three (3) years' experience managing municipal software systems, specifically experience with Municipal ERP systems, Permitting systems and/or Document Management Systems is a plus.

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- Familiarity with GIS and Access is helpful.

Physical and Mental Requirements

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

Physical Skills:

- There is little or no physical demand needed. The ability is required to lift up to 30 pounds.

Motor Skills:

- Duties may involve close hand-eye coordination and physical dexterity.

Visual Skills:

- Ability to read, see, and differentiate between colors.

This job description does not constitute an employment agreement between the employer and the employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.