IT Enterprise Applications Administrator

JOB TITLE: IT Enterprise Applications Administrator
FLSA STATUS: Non-exempt
GRADE: 40
DEPARTMENT: Technical Services
APPROVED DATE: 11/2020
REVISED DATE: 02/2022

Job Summary

Work with multiple internal applications of technologies, support technology solutions through implementation, maintain complex troubleshooting of both in-house developed and commercial off-the-shelf systems (COTS) deployed on-site and in public and private clouds. Oversee, plan, and execute technology applications, data quality and reporting; maintain data integrity, information systems, and technology operation support.

This position contributes to the Library District's effective operation, providing library services, spaces, and resources that are representative of diverse cultures and perspectives, intentionally inclusive, and accessible to everyone.

We Value Lived Experience

Sno-Isle Libraries is committed to embedding equity into our organization. As we engage in equity work, it's important to have a good foundation to frame the work and then provide training opportunities to build skills and knowledge.

We value and embrace the unique experiences our staff members bring to the organization and recognize how their experiences improve the service we provide.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

1. Manage and administer software systems to ensure high availability, reliability, interconnectivity, and security of the supported business applications in the portfolio.

2. Install, configure, decommission, deploy, and tune Application Systems.

3. Identify, evaluate, coordinate, schedule, and install application-related patches and upgrades.

4. Plan, create, improve, and maintain procedures and documentation related to administration of software applications, system and architecture design, implementation and back-out plans, user management, and system release management.

5. Lead application-related projects to include requirements gathering and assessment, high-level design, effort estimations, and ROI analysis.

6. Receive and process requests for support services related to the position's area of responsibility. This includes determining the urgency of service requests for continuity of customer service, suggesting actions to users to overcome technical problems, and diagnosing issues for assignment to appropriate staff.

7. Work closely with IT staff as needed to gather information to respond, track, and follow-up on requests to ensure that issues are resolved per established Service Level Agreements.

8. Improve customer satisfaction levels for internal customers. Provide tier-three client support for Help Desk tickets.

9. Authenticate and preserve data integrity in relevant systems.

10. Automate SQL Server processes to streamline installations and to eliminate potential human error.

11. Update and monitor scheduled jobs to perform internal consistency checks for database optimization such as rebuilding indexes, updating statistics on the indexes, performing clean-up tasks, shrinking data, and logging files in accordance with best practices.

12. Work with teams to generate and/or enable reports, dashboards, data visuals, queries, and database workflows.

Additional Duties and Responsibilities

1. Provide staff backup in the support of system-wide software systems.

2. Configure and refine system monitoring and alerts.

3. Develop scripts to automate the deployment to production of resources and associated configurations when possible.

4. Perform certification maintenance.

5. Participate in disaster recovery and business continuity planning and testing, including producing/maintaining disaster recovery plan for relevant applications.

6. Develop and manage vendor relationships related to the position's area of responsibility on behalf of Sno-Isle Libraries.

7. Establish and maintain effective relationships and networks with colleagues locally, regionally, and nationally.

8. Assist in the development of the IT enterprise application services strategy and roadmap and ensures its integration with the overall Library and IT strategic plans.

9. Work with IT Managers to develop the mission and vision of Sno-Isle IT enterprise application services to foster a service-oriented culture and growth mindset driven by continual service improvement techniques.

10. Participate in a rotating schedule of providing weekend technical support to library staff.

11. Attend appropriate continuing education trainings and classes to maintain a high level of technical competence needed to perform the duties required.

12. Attend meetings, trainings, and workshops as assigned.

13. Assist with special projects as required.

14. Perform other duties as assigned.

Supervision

The position reports to the IT Enterprise Infrastructure and Operations Manager. The position does not supervise the work of others but is required to lead project teams.

Knowledge, Skills, and Abilities

1. Demonstrated advanced working knowledge of virtualization software system in a Hyper-converged environment.

2. Knowledge of database structure languages, such as SQL or SQL/PSM.

3. Knowledge of database design and theories.

4. Knowledge of database management best practices.

5. Ability to uphold the principles of equity, diversity, and inclusion in the workplace and the community.

6. Strong technical skills, knowledge, and experience in applications administration, including SQL administration.

7. Ability to learn, understand, and disseminate the information of a technical nature to both IT and non-IT staff as well as customers.

8. Ability to prioritize service issues based on multiple competing objectives.

9. Strong organizational skills and attention to detail.

10. Ability to communicate effectively with diverse audiences.

11. Ability to work cooperatively and maintain effective interpersonal skills with the public and co-workers.

12. Self-motivated with strong customer relationship and excellent verbal and written communication skills.

13. Ability to commit to ongoing learning and self-development.

14. Excellent troubleshooting, analytical, and critical thinking skills demonstrated in addressing application, integration, and connectivity issues.

15. Ability to work cooperatively and maintain effective working relationships with others.

16. Ability to able to speak, read, write, and understand English clearly and concisely.

17. Ability to work autonomously in the office and remotely.

18. Ability to operate relevant computer systems including hardware and software, such as Microsoft Office 365 suite and Windows 10 OS.

Education and Experience

Knowledge, skills, and abilities for this position can be acquired by a combination of experience and education including:

1. At least three years of database design and administration experience.

2. At least three years of related information technology experience to include software application management, information technology systems support, or equivalent combination of education and experience.

3. At least three years of advanced SQL query development.

4. ITIL Foundation certification is required

5. Bachelor's degree in computer science or related field is preferred.

6. Experience with one or more of following: PowerShell, JavaScript, HTML, XML.

Physical and Environmental Conditions

The physical demands described here are representative of those that must be met by a staff member to perform the essential functions of this job successfully. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

Most of the work is carried out within a generally accessible, safe, indoor environment. While performing the duties of this job, the incumbent is required to operate computers for extended periods of time. The incumbent must be able to operate hand tools, lift and/or move equipment or materials weighing up to 50 pounds, and must be able to set up equipment used in training and demonstration.

The incumbent must regularly communicate with coworkers and members of the public. These contacts and situations are deemed to be generally safe and free of undue stress, but require incumbents to be cordial, helpful, and skilled in interpersonal relations with others both in the public and within the Library District.