

TITLE: Business Systems Administrator

IS/6

DEPARTMENT: Information Systems, Fayette County

JOB SUMMARY: This position is responsible for the administration of county business and information systems.

MAJOR DUTIES:

- o Administers various phone and voice mail systems.
- o Assigns, programs, and documents DID numbers and extensions.
- o Assigns, programs, and documents voice mail boxes.
- o Develops, records, programs, and documents phone system menus.
- o Troubleshoots phone problems.
- o Submits service requests and consults with local providers and phone and security vendors; tracks work progress; validates charges according to terms of contracts and processes invoices; assists with problem identification and resolution.
- o Performs regular system maintenance.
- o Develops and maintains online phone directory for county employees.
- o Develops emergency backup telecommunication plans for various county sites.
- o Assists with the administration of the county's MUNIS system; sets up new users.
- o Assists with business-level support of MUNIS software applications.
- o Troubleshoots and resolves problems; works with vendor to resolve hardware, software, and connectivity problems.
- o Oversees phone system updates.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of current and emerging telecommunication technologies.
- o Knowledge of industry standards in telecommunication connectivity and circuits.

- o Knowledge of the county's IS equipment and software systems.
- o Skill in researching new technologies and evaluating new systems.
- o Skill in the development of project strategies.
- o Skill in the administration and maintenance of business and information systems.
- o Skill in oral and written communication.
- o Ability to identify current and potential problems, evaluate alternatives, implement positive solutions and follow up to ensure system performance.
- o Ability to explain complex technical concepts clearly and concisely.

SUPERVISORY CONTROLS: The Assistant Information Services Manager assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES: Guidelines include the Fayette County Employee Handbook, county policies and procedures, departmental procedures, and other industry standards and best practices. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY: The work consists of varied technical duties in the administration of the county's telecommunication hardware and software. Frequently changing industry standards contributes to the complexity of the position.

SCOPE AND EFFECT: The purpose of this position is to administer the county's communications and business systems. Successful performance in this position contributes to the increased effectiveness of county operations through the efficient and timely processing of information.

PERSONAL CONTACTS: Contacts are typically with members of the general public, other county employees, and vendors.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information, resolve problems, and provide services.

PHYSICAL DEMANDS: The work is typically performed sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee occasionally lifts light objects, climbs ladders, and uses tools or equipment requiring a high degree of dexterity.

WORK ENVIRONMENT: The work is typically performed in an office or computer room. The employee may be exposed to dust and dirt.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: None.

SPECIAL CERTIFICATIONS AND LICENSES: Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

ADA COMPLIANCE: Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE: The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

DRUG AND ALCOHOL COMPLIANCE: In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- o Knowledge and level of competency commonly associated with completion of baccalaureate degree in a course of study related to the occupational field.
- o 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.