

**CIVIL SERVICE COMMISSION
WATERBURY, CONNECTICUT**

OPEN COMPETITIVE EXAM #2160

OPEN COMPETITIVE EXAMINATION FOR: APPLICATIONS ADMINISTRATOR

SALARY: \$63,825.30 ~ \$77,405.51 PER YEAR

FRINGE BENEFITS: Choose from available health insurance plans (employee contributions vary) Prescription Drug Rider, Dental Plan, Group Life Insurance for Individual; Retirement Plan; paid Holidays; paid Vacation Days; paid Sick Days; paid Personal Days.

LAST DAY FOR FILING APPLICATIONS

Applications, which may be obtained by visiting our website at www.waterburyct.org or at the Civil Service Office, Chase Municipal Building, 236 Grand St., Waterbury, CT 06702 & **must be on file by 4:50 p.m. on:**

NOVEMBER 14, 2017

IMPORTANT:

1. **Veterans** – Veteran's points will be awarded in accordance with the Connecticut State Statute. Five (5) for non-disabled veterans, ten (10) for disabled veterans. Proper documentation must be submitted to the Personnel Director before the date of the examination.
2. **Residents** – Five (5) Residency points shall be added in accordance with the amendment to the Civil Service Ordinances dated March 18, 2011. Proper documentation and proof of residence must be submitted no later than the closing date for applications.

EXAMPLES OF WORK: (Illustrative only)

Becomes a Subject Matter Expert on departmental business processes and specific ERP software systems; Coordinates all systems upgrade and development tasks and may supervise staff depending on the specific assignment; Serves as primary contact for assigned ERP system vendors and coordinates all upgrades with users, I.T. staff, and other personnel; Places and follows up on support calls and insures that operational issues are addressed in a timely manner; Researches, analyzes and reconciles system data and interfaces; Uses database reporting tools such as Crystal Reports, SQL Server Reporting Services, or other packages to develop custom reports and data downloads; Works with external providers such as banks and online services to insure the accuracy and proper flow of downloaded and uploaded data files; Uses MS Excel, Access, Word, PowerPoint, SharePoint, Exchange, and other tools to manage data and prepare presentations and reports; Extracts data from the ERP system for regulatory and other reporting purposes; Does related work as required; Emphasis on process improvement and training and documentation of procedures; Maintains a high level of awareness and enthusiasm for new features and improvements.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES:

Familiarity with computer networks, applications software, databases and data retrieval tools, software upgrades, and security procedures; Thorough knowledge of how ERP systems are used to manage data and support business processes; Thorough knowledge of Microsoft suite of products, Crystal Reports and SQL Server Reporting services; Ability to learn and master specific business processes, analyze operations, and train and supervise employees; Prior experience in specific ERP systems such as Munis, INFOR-Lawson, CityView, FireHouse, NexGen, QDS, or other similar applications preferred.

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IN ORDER TO BE CONSIDERED FOR THIS POSITION YOU MUST INDICATE ON YOUR APPLICATION THAT AS OF THE CLOSING DATE YOU HAVE THE FOLLOWING EXPERIENCE:

An Associates' Degree in Information Technology, Computer Science, Finance, Accounting, Business Administration, or other related business or technology major AND three years' experience in supporting ERP systems in a business environment obtained through project management or system administration or software support, **OR**, a Bachelor's degree in one of the above named majors AND five years' experience utilizing ERP systems, data retrieval tools, and other information resources to improve business processes, analyze and resolve data errors, and research areas where enhanced use of software and systems has made operations more efficient. One or more years of prior experience with a specific ERP system may be required for a particular hiring.

**COPIES OF DEGREE OR TRANSCRIPTS MUST BE SUBMITTED
AT TIME OF APPLICATION**

This position is covered under the written agreement between the City of Waterbury and the Waterbury Municipal Administrator Association Union. The Parts and Weights for this examination will be determined prior to conducting the exam. Individuals appointed shall be required to serve a working test period which will be, in effect, the final phase of the examination. **Appeal Process:** An applicant may appeal notice of not meeting the minimum qualifications (Civil Service Rules and Regulations, Section 3741, Subsection B, Article 9) to the *Civil Service Commission* within seven (7) days of the date on such notice. Please notify the Civil Service Office of a change in address. Notification will be mailed to the address written on your application.

THE CITY OF WATERBURY IS AN EQUAL OPPORTUNITY EMPLOYER

E.O.E. M/F/H/V

EEOP Utilization Report available upon request