

**CIVIL SERVICE COMMISSION
WATERBURY, CONNECTICUT**

OPEN COMPETITIVE EXAM #2267

OPEN COMPETITIVE EXAMINATION FOR:

APPLICATIONS ADMINISTRATOR

SALARY: \$63,825.30 ~ \$79,727.31 per year (Exempt)

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; paid Sick Days; paid Personal Days.

LAST DAY FOR FILING APPLICATIONS

Applications: 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 6, 2020

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.

GENERAL STATEMENT OF DUTIES:

Serves as a technical resource to one or more departments or business units. This position may be assigned as part of the central Information Technology Department or as an employee within a specific department, business unit or enterprise operation. Takes overall responsibility for the assigned ERP (Enterprise Resource Planning) software applications, including working with I.T. personnel to insure that all releases and updates are applied in a timely manner, that upgrades and changes are tested and deployed according to City I.T. policies and industry best practices, and that users are properly trained on new system features. Attends training classes and learns the City’s functional use of the software. Serves as liaison to software vendors and I.T. personnel. May act as System Security Officer for one or more ERP systems and assign user profiles and passwords. Logs, troubleshoots and resolves software issues utilizing software support services and IT and business staff. Becomes a subject matter expert on the specific assigned ERP applications and serves as backup to system users for normal daily operations. Continually evaluates opportunities for expanding and improving functional use of software. Develops and administers employee training classes on functional use of ERP modules, report writing software and Microsoft suite of products. Recommends and implements Business Process Improvements that increase the efficiency and effectiveness of employee & organizational use of the assigned ERP software systems. May act as Project Manager for system upgrades, including management of project budget and resources.

DISTINGUISHING FEATURES OF THE CLASS:

This is a highly responsible administrative and technical position involving supervisory responsibility, business systems analysis, configuration and management of ERP software applications, and training of system users. Develops curricula and provides software training for staff. Employee analyzes new software features, writes process documentation and designs work flows. Reports to either the I.T. Network Manager or to a designated department, business unit or enterprise operations manager. Insures compliance with City security, network access, and technology usage and business policies.

EXAMPLES OF WORK: (Illustrative Only)

(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.

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REQUIRED KNOWLEDGE, 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.

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

- An Associate's 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.
- **Note:** For Fire Department positions, previous fire department or other public safety experience is desired, and preference will be given to those applicants who have experience with fire department software solutions and CAD infrastructure.

COPIES OF APPLICABLE DOCUMENTS MUST BE SUBMITTED AT TIME OF APPLICATION - COLLEGE DEGREE, TRANSCRIPTS, ETC.

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/D/V
EEOP Utilization Report available upon request

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WORKING CONDITIONS, PHYSICAL AND MENTAL REQUIREMENTS

Physical Requirements: APPLICATIONS ADMINISTRATOR

Incumbents in this class must have general good health, be free from any disease or injury which would impair health or usefulness and possess and retain sufficient physical strength, stamina, agility, endurance and visual and auditory acuity required to perform all the duties of the class. Incumbents in this class may be required to lift moderate weights; may be exposed to some risk of injury from kitchen equipment and from students. A comprehensive medical examination, including a controlled substance screening, will be required of all applicants upon a conditional offer of employment.

Frequency: An “X” has been placed in each box that is appropriate to your job.

NEVER (N)	OCCASIONALLY (O)				FREQUENTLY (F)				CONSTANTLY (C)				
0 % of Shift	1-33% of Shift				34-66% of Shift				67-100% of Shift				
Working Conditions	N	O	F	C	Working Conditions	N	O	F	C	N	O	F	C
Physical Demands					Depth Perception		X						
Standing		X			Color Distinction		X						
Walking			X		Peripheral Vision		X						
Sitting			X		Driving		X						
Lifting		X			Physical Strength:								
Carrying		X			Little Physical Effort (-10 lbs.)			X					
Pushing		X			Light Work (-20 lbs.)			X					
Pulling		X			Medium Work (20-50 lbs.)		X						
Climbing		X			Heavy Work (50-100 lbs.)	X							
Balancing		X			Very Heavy Work (100+ lbs.)	X							
Stooping		X			Environmental Conditions								
Kneeling		X			Cold (50 degrees F or less)		X						
Crouching		X			Heat (90 degrees F or more)		X						
Crawling		X			Temperature Changes		X						
Reaching		X			Wetness		X						
Handling		X			Humidity		X						
Grasping		X			Extreme Noise or Vibration		X						
Twisting		X			Exposure to Chemicals	X							
Feeling			X		Exposure to Gases and Fumes		X						
Talking			X		Exposure to Unpleasant Odors		X						
Hearing				X	Exposure to bodily fluids	X							
Repetitive Motion			X		Exposure to dampness		X						
Hand/Eye/Foot Coordination			X		Confinement to Small or Restricting Area		X						
Visual Acuity/Near			X		Mechanical Hazards		X						
Visual Acuity/Far			X		Physical danger or abuse	X							

The above statements are intended to describe the general nature and level of work being performed by the employee assigned to this position. They are not to be construed as an exhaustive list of all job responsibilities and duties performed by personnel so classified.

The City of Waterbury is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Commission will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the Commission when necessary.