



POSITION DESCRIPTION

Position Title: Business Systems Administrator

Department: Technology

Approved: June 2022

FSLA Status: Exempt

Executive Summary:

The Business Systems Administrator's role is to maximize DEC's business systems (CIS/ABS/Mobile/Cloud) utilizing best practices, training and enhanced business workflows.

Knowledge:

To assist Cooperative departments in studying and planning medium to large sized Information Technology projects. To facilitate the continual learning of all DEC employees in the effective use of business systems. Daily oversight of CIS/ABS (including mobile & cloud) and financial applications.

Responsible for planning and coordinating the change management of processes required for the support and enhancement of our CIS/ABS (including mobile & cloud) systems.

Essential Functions:

Within the limits of established policies, budgets and legal requirements, assumes responsibility and has commensurate authority as delegated by the Technology Manager for the performance of the following activities:

- Acts as principal contact for all departments in studying existing business application workflows.

- Develop action plans for system improvements with the Technology Manager to include future systems for implementation. Periodically review improvement results and milestones to determine if any corrective actions need to be taken.
- Coordinates with application providers, DEC users and Information Technology personnel to design and build new business applications and systems.
- Develops and manage medium to long term Information technology business application projects.
- Reviews completed computer system projects by measuring achieved results then analyzing and determining if any corrective actions should be taken to improve the systems.
- Liaise with, and provide training and support to, end users and staff for all business applications.
- Stay abreast of business application upgrades and best practices to ensure features are properly aligned the Cooperative goals and principles.
- Maintains proper system design by understanding, advocating and training new features within system upgrades.
- Maintains an active relationship with users by communicating on a regular basis to ensure that their needs are being met and the quality of service meets expectations.
- Assists in developing, implementing, and maintaining policies, procedures, and training plans for appropriate system use.
- Liaise with vendors during installations, acquisition negotiations, and hardware and/or software performance issues. Meet with vendors occasionally to ensure services are kept at optimum cost.
- Evaluate, install, configure, and deploy business applications, systems software, products, and/or enhancements to existing applications throughout the enterprise.
- Prepare and deliver activity and progress reports for presentation to the executive management team.
- Liaise with network administrators and software engineers to assist with design specifications, program logic, and data conversions.

- Perform other duties as may be assigned by the Technology Manager.

Supervision/Reporting Relationships:

Reports to: Technology Manager
Supervises: None

Cooperate and coordinate with other individuals, teams, departments, and organizations as necessary to carry out the responsibilities of the position as well as the mission of the Cooperative.

Establishes and maintains the following contacts and relationships for the purpose of coordination and communication.

Technology Manager: To take assignment from and to inform on any matter pertaining to hardware and software; to seek advice, assistance and information as necessary or required, to work with on developing new and improved procedures and methods and supporting these services. To deliver and explain new applications requirements and to assist in coordination of computer utilization.

Delaware Electric Cooperative Employees: To determine requirements of new applications and to receive and discuss requirements for needed and requested enhancements to the current systems. Seek user advice on what should be accomplished by computer programs and reports written for their use. Work closely with all DEC personnel upon request to assist them in understanding the function of data that is kept within business applications.

Network & System Administrators: To coordinate all network-based software projects and security required for new processes that are network based. Assist in identifying critical processes and backup and restore procedures required

Vendors: To seek their advice and assistance as required concerning operation, maintenance and programming of software and equipment. To inform about the Cooperative's information technology needs and to keep informed about new software applications.

Professional Societies and other Cooperatives: To maintain representation and create opportunities for mutual service and benefits and keep informed of industry economic and technical trends, policies and new developments.

Billing, Accounting, Finance & Member Services Departments: To assist with front line support, reporting functions and help develop enhancements.

Information Security: To work with and ensure current and future systems meet or exceed security standards.

Qualifications:

Education: Bachelor's degree in Computer Science or Business with an Information Systems major.

Experience: At least five (5) years of experience in Information Technology is required. Experience working in a team-oriented, collaborative environment is preferred.

Knowledge: Have an understanding of different applications including Microsoft Office suite applications.

Experience: in-depth knowledge and experience in NISC iVUE applications is preferred.

Experience: Writing custom reports using SAP Crystal Reports software.

Experience: Familiar with Oracle, Microsoft Access and SQL databases.

Communication, Skills & Abilities:

The ability to analyze data, to notice discrepancies and to take corrective measures to assure accuracy. The aptitude for troubleshooting in a computer-oriented area. Must be able to make decisions promptly in situations involving stress. Must be able to read and understand technical and instructional manuals. Must be able to work independently with minimal supervision. Ability to effectively prioritize and execute tasks in a high-pressure environment. Strong interpersonal skills, oral communication skills, and proven analytical and problem-solving abilities. Strong understanding of the organization's goals and objectives. Strong customer service orientation. Must be able to make judgment decisions to plan logical sequence of steps, prepare flow charts, and develop programs for current needs which will be compatible with computer system growth and change. Skill in motivating people is necessary.

Certificates, Licenses, Registrations:

Must possess a current a current, valid driver's license recognized by the State of Delaware.

Physical Demands:

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 essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee is often required to stand, walk, stoop and kneel.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Required to pass a physical examination and drug test upon employment.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to outside

Salary:

weather conditions. The noise level in the work environment is usually moderate.

Exempt Status: This position is exempt from the overtime requirement of the Fair Labor Standards Act, as amended, and requires availability for emergencies, peak workloads, attendance at meetings, etc. at all times, without additional compensation.

Salary will be in accordance with the "Wage and Salary Plan of Delaware Electric Cooperative".

Signatures:

I, _____ (Employee's Name), have read and understand the foregoing position description.

Accepted By: _____
Employee Date

Approved By: _____
CIO/V.P. of Technology Date

Approved By: _____
V.P. of Human Resources Date

This document describes the position currently available. It is not an employment contract. Delaware Electric Cooperative reserves the right to modify job duties or job descriptions at any time.