TITLE:	Work Management Systems Administrator	**BAND/LEVEL:**	Prof III
DEPARTMENT:	Public Works	**JOB NO:**	2825
DIVISION:	Technical and Administrative Services	**DATE:**	06/01/14
REPORTS TO:	Manager, Technical and Administrative Services	**FLSA STATUS:**	EX
FULL-TIME: XX	**PART-TIME:** **TEMPORARY:**	**COST CENTER:**	301

REPLACES: Work Management Systems Administrator   **DATE:** 3/25/12

JOB SUMMARY STATEMENT:
Oversees the division's administrative services operations staff and administers the work management system for the Public Works Department. This system involves a SQL-based computer software program that contains an inventory of the Public Works infrastructure components, their condition rating, a maintenance log, record of work requests, work orders, and actual costs for work performed by in-house personnel. Also administers other SQL databases within the department and assists the IT Department in maintaining the interface between the OPCares system and the work management system. Assists with contract administration, as needed. Assists other departments in implementing use of the work management system.

DUTIES AND RESPONSIBILITIES:

1. Directs the implementation and operation of a department-wide, comprehensive work management system which integrates all divisions of the department into one system with infrastructure inventory modules and work request and work order modules that communicate with each other and is linked to geographic information system (GIS) technology. Works with the various work groups in the department to ensure that they understand the system and to identify the best way to use the system.

2. Oversees the division's administrative staff which processes payroll, timekeeping, training records, project management support, right-of-way support, and all personnel actions for the department.

3. Coordinates all administrative requirements for the reception and orientation of new Public Works employees, to include phone service, email access, office equipment, orientation briefing materials, and other related orientation responsibilities. Conduct exit interviews for exiting employees.

4. Manages the fixed asset program for the department. Coordinates with other divisions and finance department to ensure accountability of all fixed assets. Coordinates annual inventory and conducts periodic inventories to determine accuracy of system.

5. Facilitates the department training support program. This includes all aspects of training, including registration, travel arrangements, researching training requirements, arranging for training classes, and tracking of training.

6. Prepares reports, project performance analysis, and performance measurements for the administrative services group. Ensures that proper data is gathered, recorded, and tracked for activities within the group.

7. Directs division activities in the absence of division manager. Approves invoices, leave requests, and payroll. Attends various staff meetings. Makes other work-related decisions as required.

8. Configures and maintains the computer systems for the work management system. Must be familiar with Windows XP, Office 2002, SQL 8.0 and SQL Server 2005, and how to configure these packages to coexist with the work management software. Configures computer hardware to operate on local area networks and on a wide area network. Troubleshoots problems with the hardware and software and communicates with the manufacturer's customer support personnel about problems with the system. Performs all software upgrades and installs all service packs.

9. Conducts training for employees on the work management system, the use of ArcMap in conjunction with the work management system, and use of the OPCares system.

10. Performs routine database administrative tasks: adds new users and edits database user privileges, monitors or

performs database backup procedures, including rotation of backup media. Contracts for and manages outside consultants for advanced database tasks.

11. Prepares reports from the work management system, including activity-based costing reports, inventory reports, and condition assessment reports. Works with the managers and supervisors in the department to identify and generate appropriate reports. Creates new reports or edits existing reports, as needed, using Crystal Reports XI.

12. Provides data and support for the department's performance measurement and benchmarking programs.

13. Monitors the progress being made in the work management industry in order to recommend upgrades to the system.

14. Works closely with Information Technology Division staff to ensure compatibility with existing hardware and operating systems, and with ensuring web requests from the OPCares system are interfacing correctly with the work management system.

15. Updates and maintains timesheet database and processes all employee timesheets. Provide billing reports, as needed for outside agency reimbursement and for workload analyses.

16. Provides snow removal support in the form of updating the snow map and routes, editing and printing route reports, assisting in providing training for the snow program, and upgrading and routing the NUVI units for contract drivers.

17. Scans personnel documents and right-of-way permits and ensures that necessary personnel forms are completed accurately and forwarded to the HR department.

18. In the absence of the Contract Specialist, assists in contract administration duties, such as easement processing.

19. Administers interlocal agreements and quarterly billings.

20. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors and any other persons or organizations with whom interaction is required to accomplish work and employer goals.

21. The incumbent must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

GENERAL QUALIFICATIONS

EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:
Bachelor's degree preferred in computer science or related field or an equivalent combination of formal education and work experience.

EXPERIENCE:
Three or more years of progressively responsible experience with database software applications including geographic information systems (GIS).

Must be able to operate and configure computer software and hardware combinations used for a multi-module work management system.

SKILLS:
1. Interpersonal skills.
2. Organizational skills.
3. Good listening skills.
4. Analytical skills.
5. Oral and written communication skills
6. Computer hardware and software application skills.

MENTAL REQUIREMENTS:
1. Ability to understand and respond to questions.
2. Diplomacy and judgment.
3. Ability to meet deadlines.
4. Ability to train and guide others.
5. Alpha and numeric recognition.
6. Ability to work under distracting conditions.
7. Abstract and logical reasoning.
8. Ability to understand computer commands and generate reports.

PHYSICAL REQUIREMENTS:
1. Ability to make and receive phone calls.
2. Ability to operate a computer.
3. Ability to speak to an individual or a group.
4. Ability to sit and reach with hands and arms.
5. Ability to distinguish colors.
6. Visual stamina and acuity adequate to review alpha/numeric data.

SUPERVISORY RESPONSIBILITY (Direct & Indirect):
>   Staff Assistant
>   Administrative Assistants

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job.