

COOPER CITY, FLOIRDA  
JOB AND CLASS DESCRIPTION

**JOB TITLE: Building Division ERP Administrator**  
**Pay Grade: 17**

**REPORTS TO: Community Development Director**  
**FLSA STATUS: Exempt**

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**GENERAL DESCRIPTION OF DUTIES**

The ERP Administrator is responsible for installing, upgrading, configuring, maintaining, analyzing and repairing integrated software systems and subsystems that work together in the furtherance and implementation of electronic services and processes for the Building Division of the Community Development Department. The ERP Coordinator will coordinate with the City's IT personnel to oversee general maintenance and the integration of computer operations, support existing modules and implement new modules as they relate to the electronic environment of building services. They will provide direction, information, and recommendations regarding network configurations and installations as they relate to the Building Division's electronic processes.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**EXAMPLES OF ESSENTIAL FUNCTIONS**

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Interfaces with the user community to understand business process flows and to seek improvement from the design and utilization of current modules, upgrades to existing modules and the implementation of alternate, new and advanced modules.
- Performs platform and operating system administration, configuration and maintenance.
- Communicates directly with vendors for error tracking and resolution.
- Maintains network operations and software applications, operating systems and regular maintenance.
- Manages assigned projects and program components to deliver services in accordance with established objectives.
- Responds to inquiries from staff, administrators, service providers, site personnel, outside vendors, etc. to provide technical assistance and support.
- Supervises the administration of system and server related networks to ensure availability of services to authorized users.
- Troubleshoots malfunctions of network hardware and software applications, and security systems to resolve operational issues and restore services.
- Analyzes and recommends solutions, upgrades, and services for streamlining and process improvements.
- Provides backup and coordinated support for firewalls and internal security applications.
- A candidate in this classification will be required to report and carry out duties as directed for the duration of an emergency. Depending upon the nature of the emergency, this may require working around the clock for several days.

**Supervision:**

Reports directly to the Community Development Department Director.

**KNOWLEDGE, SKILLS, & ABILITIES**

- Knowledge of data processing systems, concepts, and methodologies.
- Skills in design, development, documentation, analysis, creation, testing or modification of computer systems or programs.
- Experience and familiarity with SQL extraction.
- Ability to analyze complex operations and to organize and design their components into logical systems.
- Preferred skill in industry modules and electronic documents (Examples: BS&A, Granicus, Adobe Pro).
- Ability to establish and maintain effective and cooperative working relationships with internal and external contacts during the course of work.
- Ability to clearly communicate and understand information in English, both orally and in writing.
- Ability to utilize critical thinking skills to arrive at solutions and suggest improvements to processes.
- Ability to implement effective and innovative software development methodologies.

**EDUCATION & EXPERIENCE**

Associate's degree in computer technology, computer science, information technology or related field; supplemented by three or more years' experience in network and application support; or an equivalent combination of education, certification, training and/or experience. Must possess a Florida driver's license. Microsoft Certified Solutions Expert (MCSE) or Cisco certified network Associate (CCNA) certification or equivalent is preferred.

**PHYSICAL REQUIREMENTS**

Depending on functional area of assignment, tasks involve the ability to exert light physical effort usually involving some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). May involve some climbing, balancing, stooping, kneeling, crouching, crawling, walking or standing. Tasks may involve extended periods of time at a keyboard or work station and extended periods of time standing and/or walking. Tasks are regularly performed inside without exposure to adverse environmental conditions (e.g., dirt, cold, rain, fumes). Some tasks require manual dexterity, in addition to visual and hearing acuity. Some tasks may involve identifying and distinguishing colors.

**Acknowledgement:**

Signature below constitutes employee's understanding of the requirements, essential functions and duties of the position. Employee is expected to adhere to all policies.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The City of Cooper City, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Commission Approved \_\_\_\_\_