

CIS (CUSTOMER INFORMATION SYSTEM) ADMINISTRATOR

JOB DESCRIPTION

Classification Responsibilities: A CIS (Customer Information System) Administrator is responsible for providing direction and expertise in developing, maintaining, and enhancing the Customer Information System technology utilized by various City departments. Specific duties include: providing and maintaining CIS application security across all City work groups; configuring CIS applications to support the business processes; updating and maintaining CIS system rule and validation tables; providing system analysis with internal customers and external vendors; assisting in the management of vendor communication between the CIS system and other computer programs associated with the daily CIS operations; leading needs analysis with various City departments to design and assist in the development and implementation of needed data reports from CIS and Crystal reports and additional functionality requirements; managing the development and documentation of business processes for all City work groups by creating procedures, manuals, and training modules; analyzing, reporting, and tracking system defects to the various vendors associated with the CIS system; supervising the testing of system defect corrections, change controls, and product versions upgrades; analyzing system data to design and have solutions developed to system problems and exceptions, in conjunction with the technical Information Services Division (ISD) personnel; supervising the work of an Information Systems Specialist; overseeing the work of consultants; compiling reports from a variety of sources; and making oral and written presentations to senior internal and external staff. The training related functions involve developing, designing, and implementing custom training programs for CIS users and creating custom CIS training manuals and materials as they relate to CIS users for all work groups. This class performs related duties as required.

Distinguishing Features: The CIS Administrator manages the Financial Services Division's technical projects relating to the CIS billing system. The incumbent in this class exercises considerable independence and initiative. This class is responsible for developing divisional and City policies and procedures, and short- and long-term objectives. The CIS Administrator receives administrative direction from the Assistant Financial Services Manager who reviews work through reports, conferences, and evaluation of results achieved. This class is FLSA exempt-computer professional.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Computer Science, Computer Information Systems, Business Administration, or a related field. Good (1 - 3 years) experience in project management of systems or services, preferably in Information Technology (IT).

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Certification as a Project Management Professional (PMP) is highly desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, vendors, management, and contractors. Understands the customer's environment and business functions in order to verbally develop and organize customer requirements and explain available alternatives. Utilizes various presentation techniques to make presentations and recommendations. Instructs others in a classroom setting regarding policies and procedure for the billing system. Maintains good rapport with customers while integrating requirements. Improves communication processes. Develops good working relationships with customers, team members, management, etc. Prepares written documents including spreadsheets, e-mails, memos, presentations, management reports, operating procedures, performance evaluations, and training manuals with clearly organized thoughts, using proper sentence structure, punctuation, and grammar.

Manual/Physical: Operates a variety of standard office equipment such as a personal computer (PC), telephone, calculator, and printer in order to acquire, process, and disseminate information. Enters data or information into a workstation using a keyboard or other device to manage projects. Reviews and evaluates the work products of others. Prepares and updates schedules, graphs, or documentation in order to achieve project results, report project status, and create presentations. Attends meetings and seminars.

Mental: Comprehends and makes inferences from written material including departmental policies and procedures, training curriculums, and various reports. Plans, organizes, and/or coordinates the activities of project teams. Prioritizes and assigns work to personnel and prioritizes own work. Supervises and evaluates the work of subordinate personnel. Coordinates work activities, project functions, and/or other task with other City departments/divisions, vendors, and consultants. Integrates and improves policies and procedures, short- and long-term objectives and customer business plans. Understands business needs, requirements analysis, complex business functions, and customer relations with multiple departments. Understands and analyzes problems, evaluates alternatives, determines resolutions, and recommends actions to improve efficiency. Participates in the development of operating procedures and training practices. Conducts studies of problems or administrative concerns and makes appropriate written and oral recommendations. Performs mathematical calculations and statistical computations. Learns job-related material in a classroom setting and/or through on-the-job training.

Knowledge/Skills/Abilities:

Knowledge of:

project management and control techniques;
database management systems and applications;
computer control systems;
theory, principles, and practices of system specification standards;
basic data processing procedures, operations, data flow, and records maintenance;
group dynamics and human behavior and the effects of both on members of a group;

principles, training methods, and technologies used in current training field practices;
learning theories and techniques as they apply to adult training programs;
total quality management philosophy and organizational application;
problem-solving and consultative skills;
performance management programs and employee counseling;
principles of supervision, training, and performance evaluations, and
basic personal computer software, including word processing, spreadsheets, and database management programs.

Skill in:

customer service; and
composing written reports documenting investigation results and recommendations.

Ability to:

analyze systems and procedures accurately and logically;
analyze the need for modifications to or implementation of new business process flows;
grasp new technical and business concepts quickly;
explain technical data processing problems in non-technical terms both verbally and in writing;
confer with user representatives and outside vendors on operations and project technical problems;
logically analyze and synthesize complex systems to develop satisfactory solutions;
plan, organize, and coordinate activities to accomplish work assignments;
act as a liaison with the Information Services Division;
compile reports from a variety of sources;
consult with management to identify needs and solutions for implementing business processes across work groups, sections, divisions, and departments;
research and resolve routine system application problems;
remain aware of changes in the work place and City operations;
prepare clear and accurate written documents and reports using proper business English sentence structure, grammar, and punctuation;
instruct others in a classroom setting;
make oral and written presentations to senior internal and external audiences;
move light objects such as overhead projector, easel, etc.;
supervise, train, and evaluate assigned staff;
work effectively with groups of employees and departments to implement business processes across work groups, sections, division, and departments; and
establish cooperative working relationships with all levels of employees and other governmental, educational, and private agencies.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 4/18

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EEO-Prof

JOB FCTN-ADM

INCREMENTS 57-200

PAY GRADE: 55

IND-9410

SWORN-No