Position Description

Position Title:	Senior Applications Administrator	Department:	Information Technology & Facilities
Reports to:	Assistant Director of IT Services and Facilities	Employment Status:	Full-Time
FLSA Status:	Exempt	Date Created:	November 29, 2022
Representation Status:	Unrepresented	Date Revised:	N/A

Summary

The primary purpose of this position is to oversee all aspects of the Agency's software systems, including but not limited to, Yardi and Elite Business applications. This includes the progression, design, development, testing, support, and documentation of databases, applications, and system architectures. This position will be responsible for additional software development needs, providing day-to-day technical support for other databases as needed and will support the planning and implementation of any application services initiatives implemented by the Agency.

The essential duties and responsibilities listed below support the Santa Clara County Housing Authority's ("SCCHA") mission, strategic goals, and objectives.

Essential Duties and Responsibilities
The position duties and responsibilities listed below describe the general nature and scope of work. Other responsibilities, duties, and skills may be required and assigned, as needed.

- Supervises the day-to-day software application, reporting, and database operations of the Agency; assist the Assistant Director of IT Services and Facilities with directing and leading Information Systems (IS) staff.

- Works with the Assistant Director of IT Services and Facilities to identify training needs of IS staff based on projected production processes; ensures that detailed training plans and materials are in place for all applications.

- Oversees, coordinates, and maintains the Agency's business application portfolio, including serving as the first point of contact for the Agency's business application end-user community; meets with stakeholders to gather and analyze requirements and provide feedback on how they may impact system performance.

- Leads the planning, testing, execution, and documentation of application updates, and new releases; ensures minimal interruption to users' activities and performs data migration tasks.

- Manages the installation, development, and maintenance of the Agency's production applications, reports, and databases; ensures the daily production of ('Help Desk') issues related to software, and data are resolved within established timeframes.

- Works with the Assistant Director of IT Services and Facilities to leverage technologies and provide business solutions; performs software analysis on potential business applications.

- Works with staff to ensure sufficient processes and tools are in place to meet the requirements of the department; ensures that these processes are being followed and adjusted as needed.

- Stays abreast of new trends and innovations in technology related to business applications; implements improvements; works with staff to maintain, revise, or improve operations and systems. Researches, recommends, and evaluates vendor solutions and technologies before and during system acquisition to ensure cost-effective use of resources and overall fit and ability to integrate within the current application portfolio.

- Addresses business application capacity needs to accommodate for future growth requirements in areas such as increased database size, increase in end-user population, and application feature development; forecasts needs for additional resources and makes recommendations on the same.

- Assesses performance and reliability of business applications by monitoring availability and response time; detects problems and identifies inefficient use of resources; provides guidance to IT staff and/or third-party service providers to resolve application performance issues and streamline workflows.

- Configures and supports Agency business applications either directly or through contracted third-party service providers; liaises with vendors and contractors who provide professional and technical support to the Agency's business applications regarding bug fixes, new releases, and updates.

- Writes and maintains user and technical operating instructions and documentation; prepares training materials and conducts formal and informal training programs on the use and operation of business applications and advises on best practices; offers constructive guidance to users adapting to new systems and processes.

- Provides guidance to end-user subject matter experts (SMEs) relative to function, operation, and troubleshooting of business applications; serves as the second level of support for issues that cannot be resolved by SMEs.

- Maintains project management timelines, milestones and tasks for all assigned projects; reviews project schedules to plan and coordinate project activities

- Defines technical requirements and methods for assigned projects in consultation with end users; performs technical analysis of proposed projects including identifying the information architecture and compatibility with other agency systems, reporting capabilities, and security; acts as liaison between project manager other information technology staff, user representatives, and outside vendors.

- Collaborates with other departments to ensure short term data needs are met and requests are being fulfilled in a timely manner; proactively seeks out opportunities to provide useful data metrics to department leaders; provides external partners with data as requested.

- Maintains data security and information confidentiality in accordance with legal requirements; protects database confidentiality and integrity through access system and user levels of access.

- System API review, management, and process mapping; performs technical assessment of and creates documentation for new and existing application integrations to demonstrate their utility within the overall system architecture; assists and supports ETL processes to improve quality and integrity of data imports.

- Develops and recommends comprehensive standards, policies, and procedures pertaining to business applications operations; maintains, updates, and enhances existing security policies and procedures.

- Provides agency-wide technical support of Yardi systems, file management, and other business applications; collaborates with all departments to ensure the Authority's business, data analysis, reporting, and file management needs are met.

- Works with the Application Administrator to manage the Yardi database; determines data parameters and queries to extract information and generate a variety of statistical and financial reports, letters, and forms related to the housing programs.

- Maintains data security and information confidentiality in accordance with legal requirements; protects database confidentiality and integrity through access system and user levels of access.

- Interprets, applies, and explains federal, state, and local laws and regulations, and policies, procedures, and practices of assigned position.

- Evaluates, recommends, and develops improvements in operations, procedures, policies, or methods.

- Prepares and presents clear and concise reports, correspondence, policies, procedures, and other written materials. Researches, analyzes, and evaluates new service delivery methods, procedures, and techniques.

- Conducts research projects, evaluates alternatives, makes sound recommendations, and prepares effective reports including staff and Board reports.

- Effectively represents the Department and the Agency in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.

- Establishes and maintains a variety of filing, record-keeping, and tracking systems.

- Organizes and prioritizes a variety of projects and multiple tasks in an effective and timely manner; organizes own work, sets priorities for self and others, and meets critical timelines/deadlines.

- Uses tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

- Establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

QUALIFICATIONS

Education and/or Experience

Any equivalent combination of education and experience likely to provide the required core competencies may be considered. A typical combination that is qualifying may include:

A bachelor's degree from an accredited four-year college or university in information technology, computer science, or related field and a minimum of five (5) years of progressively responsible experience in software and applications development, including three (3) years of experience in programming and report generation using SQL, Yardi, or EmPHAsys and a minimum of two (2) years of experience in IT project management. Must have the ability to earn technical certifications as required by assigned tasks. SQL knowledge is required. PMP certification highly desired.

Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.

Position Description

Core Competencies

This position requires the incumbent to exhibit the following behaviors, knowledge, skills and abilities:

Advancing Inclusivity and Leveraging Diversity: Works to create a culture of inclusivity where individuals of diverse cultures, demographics, interpersonal styles, abilities, motivations or backgrounds are and feel valued for their unique perspective and talent; inspires and makes the most effective use of the capabilities, insights and ideas of all individuals.

Commitment: Sets high standards of performance; pursues aggressive goals and works hard/smart to achieve them; strives for results and success; conveys a sense of urgency and brings issues to closure; persists despite obstacles and opposition.

Customer/Client Service: Meets/exceeds the expectations and requirements of internal and external customers and clients; identifies, understands, monitors, and measures the needs of both internal and external customers and clients; talks and acts with customers and clients in mind. Values and recognizes work colleagues as customers.

Effective Communication: Ensures important information is clear, concise and organized to be passed to those who need to know verbally or in writing. Demonstrates attention to, and conveys understanding of, the comments and questions of others. Actively listens and understands the audience to adapt messages appropriately. Applies knowledge of methods and techniques for the development of effective presentations, business correspondence, and information distribution based on audience needs.

Initiative: Proactively seeks solutions to resolve unexpected challenges. Actively assists others without formal/informal direction. Possesses the capacity to learn and actively seeks developmental feedback. Applies feedback for continued growth by mastering concepts needed to perform work.

Integrity: Exhibits honesty with oneself, coworkers, and customers. Stands up for what is fair, honest, ethical, and morally right even, in the face of opposition.

Job Knowledge and Skill: Exhibits requisite knowledge, skills, and abilities to perform the position effectively including advanced computer skills with Microsoft Office, Microsoft Operating Systems, Microsoft SQL, Microsoft SQL Reporting Services, Microsoft.Net, advanced knowledge of record and data management, storage and retrieval systems, housing data systems, and knowledge of various computing environments, cloud technologies, and software. Has the ability to learn other computer software programs, assigned tasks including policies, procedures, goals, objectives, operational entities, requirements, and activities as they apply to assigned position; and effectively researches technical materials to report on various topics and provide solutions to problems as well as communicate ideas in both technical and user-friendly language, clearly and concisely both verbally and in written format. Demonstrates skill to plan, organize and prioritize tasks and activities, communicates status in a timely manner with the ability to identify possible conflicts or delays and develops alternative actions.

Responsiveness and Accountability: Demonstrates a high level of conscientiousness; holds oneself personally responsible for one's own work; does fair share of work.

Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; puts success of team above own interests; supports everyone's efforts to succeed; establishes, maintains, and fosters positive and effective working relationships with those contacted in the course of work.

Technical Skills: Exhibits requisite knowledge, skills and ability to perform duties using computers and peripheral equipment, and software skills (e.g. MS Word, Excel, PowerPoint, and Outlook).

Work Environment/Physical Demands

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances; however, this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Agency and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, virtually and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

Read and Acknowledged

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Employee Signature   **Date**

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Employee Name [printed]