



Virginia Railway Express

JOB DESCRIPTION

TITLE: ENTERPRISE SYSTEMS ADMINISTRATOR
GRADE: Y [SALARY RANGE \$84,851.67 THRU \$140,853.76]
FLSA STATUS: PROFESSIONAL EXEMPTION (SALARIED)
LAST UPDATED: JULY 28, 2021

GENERAL DESCRIPTION:

The Enterprise Systems Administrator, under the supervision of the Director of Information Technology, is responsible for providing enterprise applications administration, business best practices, training and development, business process review, and incident support for all enterprise systems.

The successful candidate will be part of a small, close knit and diverse team of information technology professionals and should demonstrate the following characteristics: teamwork and collaboration to solve technology challenges through effective outcomes, work with urgency and purpose to drive results, have a proven ability to troubleshoot technology issues by thinking outside the box, forge strong cross-departmental relationships in order to achieve desired outcomes, and demonstrate the ability to provide insight and technical knowledge to other team members.

ESSENTIAL FUNCTIONS:

**To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

- Collaborate with all organizational divisions and the Information Technology Team to analyze business processes and identify opportunities for improvements in current processes and identify enterprise system enhancements.
- Provide and support the implementation of business solutions by building relationships and partnerships with key stakeholders. Collaborate with the Finance, Procurement, and other relevant divisions within the organization to implement new functionality in enterprise systems.
- Perform system administration of user security and application permissions of enterprise systems.
- Collaborate with functional leads to plan and administer improvement projects.
- Analyze and identify business process optimization, identifying technical problems and develop solutions to support business objectives.
- Monitor performance and serve as a systems administrator for enterprise applications and integrations from vision, scope, design, development, implementation, deployment, maintenance and support.

- Keep up to date on new features and functionality of enterprise application functionality and provide administration and training to business.
- Implement future phased projects in enterprise applications, to include planning, communication, testing, implementing, and training.
- Maintain a project roadmap for current and future modules and enhancements.
- Provide user and system support for enterprise applications.
- Performs other related duties as necessary or assigned.

EDUCATION AND EXPERIENCE REQUIREMENTS:

- Must possess a Bachelor's Degree in a related Information Technology field with 10 years of relevant experience. 15 or more years of equivalent and progressively increasing experience may be considered in lieu of Bachelor's Degree.
- Must have minimum 2-3 years of experience as a system administrator of a financial system.
- Must have minimum 2-3 years of experience working in a business processing environment or closely related area which includes participation in the functional configuration, modification, or maintenance of an ERP System.
- Must have minimum 3-5 years of experience training on various computer software applications in either a corporate or government environment.
- A minimum of 2-3 years of experience with the configuration of the MUNIS ERP Application strongly desired.
- Experience configuring SharePoint, M365, e-Builder, Azure, AWS, Java, JavaScript, C, C++ is a plus.

SKILLS AND CAPABILITIES REQUIREMENTS:

- Comprehensive knowledge of IT infrastructure and functionality.
- Thorough knowledge of the principles of modern office procedures, systems, and equipment.
- Thorough knowledge of the policies, procedures and activities related to business and human resources.
- Thorough knowledge of ERP systems.
- Skilled in developing and documenting operational and technical processes, functions, and procedures involving specific modules and developing appropriate solutions.
- Skilled in analyzing existing manual and computerized operational procedures.
- Skilled in testing software in light of upgrades, enhancements, and setup modifications.
- Skilled in giving presentations and in creating technical documentation.
- Knowledge and/or understanding of interfaces across systems.
- Skilled in understanding and troubleshooting integration aspects across functional systems.
- Experience in troubleshooting work and process flows in ERP systems to identify and resolve issues.
- Strong customer service focus.
- Proven analytical and problem-solving abilities.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.

- Strong interpersonal and oral communication skills.
- Adept at reading, writing, and interpreting technical documentation and procedure manuals.
- Ability to conduct research into hardware and software subjects and products as required.
- Ability to present ideas and solutions in user-friendly (non-technical) language.
- Highly self-motivated.
- Ability to pay particular attention to detail.
- Skilled at working within a team-oriented, collaborative environment.

ADDITIONAL REQUIREMENTS:

- Must possess a valid driver's license, current auto insurance, and maintain a safe driving record at all times during employment with VRE.
- Ability to work the flexible hours demanded by a transit operation environment.

WORKING CONDITIONS:

- This work is sedentary and requires limited exertion of force.
- This work regularly requires speaking, or hearing, using hands to finger, handle or feel and repetitive motions and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms, and pushing or pulling.
- Work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word and conveying detailed or important instructions to others accurately, loudly or quickly.
- Hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound.
- Work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, operating motor vehicles or equipment and observing general surroundings and activities.
- Work occasionally requires working near moving mechanical parts, exposure to outdoor weather conditions, exposure to the risk of electrical shock and exposure to vibration.
- Work is generally in a moderately noisy location (e.g. business office, light traffic).

*The statements in this job description are intended to describe the **general nature** and **level of work** being performed by incumbent(s) assigned to this classification. They are not intended to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified.*

VRE is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind. VRE is committed to the principle of equal employment opportunities for all employees and to providing employees with a work environment free of discrimination and harassment.