



CLASS TITLE | ENTERPRISE SYSTEMS MANAGER

PAY GRADE: IS-48| www.cityoftulsa.org/pay

Class Code: 1256

Effective Date : 07/01/2023

PURPOSE OF THE CLASSIFICATION: Under general supervision, is responsible for managing, administering, developing and maintaining various Enterprise Systems; and performs other related assigned duties.

ESSENTIAL TASKS:

- Strategically plans for system upgrades, including new modules and enhancements, user requirements, testing, training and development, and change management across all City departments and affected areas
- Provides operational support and on-going maintenance of patches/updates to include installation plan, testing and evaluating, initiate change requests and conferring with users, system administrators and vendors
- Creates and publishes a multi-year upgrade plan with forwarding projections
- Ensures compliance related e-business payment options and reports
- Manages security requirements, user roles, permissions and business rules across all environments in accordance with City's Policies and Procedures.
- Manages service level agreements and support call process
- Continuously assesses workflow processes and recommend improvements as needed
- Participates in divisional objectives development and acquisition of new software and ensures implementation to maintain business operations
- Participates in the implementation of divisional software implementations and interfaces
- Serves as a resource for the transfer of knowledge relating to the enterprise systems being managed and coordinates communication and enrollment of available courses
- Directs the work of others
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following criteria per Personnel Policies and Procedures, Section 100:

- (a) Graduation from an accredited college or university with a bachelor's degree in management information systems, computer information systems, mathematics, statistics, business administration, accounting, or a related field; **including or supplemented by,**
- (b) Advanced coursework in computer sciences; **and,**
- (c) Seven (7) years of experience in accounting, systems analysis and design or project management

Knowledge, Abilities and Skills:

Knowledge of:

- Comprehensive knowledge of the principles, practices, and methods of accounting with particular reference to cost analysis, governmental accounting, and budgeting
- Considerable knowledge of the management and activities of an information systems development lifecycle
- Considerable knowledge of project management procedures, practices and equipment as applied to accounting operations
- Working knowledge of methods and techniques used in project management and systems analysis

Ability to:



CLASS TITLE | ENTERPRISE SYSTEMS MANAGER

PAY GRADE: IS-48 | www.cityoftulsa.org/pay

Class Code: 1256

Effective Date : 07/01/2023

- Collaborate with, supervise, and review the work of technical employees
- Prepare and monitor a large complex budget
- Design, test, evaluate and analyze complex enterprise systems/programs
- Understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard, 10-key, and telephone; occasional lifting up to 20 pounds; occasional carrying up to 20 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, and handling; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates:

- a) Possession of Certified Public Accountant (CPA) Certification and/or Information Technology Infrastructure Library (ITIL) Certification, *preferred but not required*.

WORKING ENVIRONMENT: Working environment is primarily in an office setting; requires the use of a telephone and other office equipment.

EEO Code: E-02

Group: Fiscal

Series: Financial Management