



CLASS TITLE | ENTERPRISE BUSINESS ADMINISTRATOR II

PAY GRADE: IS-40| www.cityoftulsa.org/pay

Class Code: 3025

Effective Date : 07/01/2023

PURPOSE OF THE CLASSIFICATION: Under direction performs technical and administrative work in a specialized applications/systems environment, involving technical analysis, evaluation, design, maintenance, support, training and performance monitoring of various systems and performs other related assigned duties.

ESSENTIAL TASKS:

- Plans, analyzes, evaluates, configures and maintains relevant applications and system related files, and information interface with other City departments and outside agencies
- Performs a variety of technical system tasks associated with the development and maintenance of specific systems and the generation of specialized reports
- Evaluates, recommends, and coordinates implementation of the system as well as functional modifications and/or enhancements to existing processes and assists in the development of new processes that impact business requirements for the relevant system
- Assists in the management of security requirements, user roles, permissions and workflows for assigned systems environments in accordance with City's policies
- Ensures accurate system documentation, coordinating and/or performing modification testing and develops, provides and/or coordinates training, educational tools and materials
- Analyzes technical responsibilities of users to ensure effective systems support for operational needs
- Assists in the development of policy and procedures for system and user operation to maintain operational compliance
- Audits systems and prepares specifications for scheduled reports to support all City department and customer service objectives.
- Provides end user training of specific processes or application systems
- Researches, plans and implements procedures to maximize productivity of applications/systems
- 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 services, mathematics, statistics, business administration or accounting; **including, or supplemented by,**
- b) Advanced coursework in computer sciences; **and,**
- c) Four (4) years' experience in accounting or systems analysis and design

Knowledge, Abilities and Skills:

Knowledge of:

- Comprehensive knowledge of business and systems methodologies
- Comprehensive knowledge of methods, procedures and techniques used in systems analysis and design and programming
- Considerable knowledge of accounting, statistics, and modern business methods, principles, and practices
- The City's revenue/expenses



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- Business process re-engineering concepts and methods

Ability to:

- Lead, facilitate and organize with proven project management, leadership, interpersonal and motivational skills
- Understand and formulate sound concepts governing relational database structures, utilize reporting/query tools and construct SQL statements
- Work independently and recommend solutions to complex programming problems
- Effectively communicate both verbally and in writing
- 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 and telephone; occasional lifting and carrying up to 60 pounds; may be subject to walking, standing, sitting, reaching, handling and feeling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates:

- a) None.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting and may require travel to various City locations. Required to be on-call after business hours as necessary to maintain effective support of assigned system.

EEO Code: E-02

Group: Clerical and Administrative

Series: Data Processing and Information