

# City of Watsonville

## BUSINESS SYSTEMS ADMINISTRATOR

\$5,981.32 - \$8,015.54/Month

**Filing Deadline: Open and Continuous Until Filled**  
**(No Postmarks Accepted)**



### Employment Opportunity

*“Opportunity Through  
Diversity; Unity Through  
Cooperation”*

Human Resources  
Department  
275 Main Street, Suite 400  
4<sup>th</sup> Floor  
Watsonville, CA 95076  
Phone: 831.768.3020  
Job-Line: 831.768.3025  
Fax: 831.761.0736  
[www.cityofwatsonville.org](http://www.cityofwatsonville.org)

The City of Watsonville currently has an opening for a Business Systems Administrator. While hardware and networking knowledge is a plus, this position is primarily focused on application support throughout the entire organization, offering a broad variety of experience across many different disciplines including, but not limited to, Public Safety (both Police and Fire), Library services, Engineering, City Administration, Recreation, Permitting, and Public Utilities (Water, Wastewater, and Solid Waste).

The City of Watsonville relies on a wide variety of business applications in its daily operations. The majority of these applications are driven by a back-end database. Most of the City’s databases run on Microsoft SQL Server, but there are also a few applications that utilize MySQL, Sybase, Firebird, and Microsoft Access. The Business Systems Administrator must have a solid understanding of database design and tools and must have experience managing database systems. This person must also be flexible and able to support many different software systems simultaneously.

### **DEFINITION**

Provides database administration, maintenance, and monitoring for the City’s business applications. The Business Systems Administrator is also responsible for providing functional and technical business applications training and support to City staff as well as installing, testing, applying upgrades, troubleshooting, documenting, and automating the City’s business application systems.

### **DISTINGUISHING CHARACTERISTICS**

This job class functions at an advanced journey level of classification and receives limited supervision within a framework of standard policies and procedures. The incumbent must have a solid understanding of business operation models and is responsible for supporting, maintaining, establishing usage standards, and training City staff on the use of database-driven business applications throughout the City. Performs administrative duties in the absence of the Information Technology Manager.

### **SUPERVISION EXERCISED AND RECEIVED**

- Receives limited direction from the Information Technology Manager.
- May exercise supervision of other operations staff as assigned.

**EXAMPLES OF ESSENTIAL DUTIES** – Duties may include, but are not limited to the following:

- Analyzes user problems and/or requests to determine appropriate program, system, and/or procedural changes
- Assists departments in analyzing and modifying business practices for incorporating in software applications and/or customizing software to better support established business practices
- Prepares, tests, and troubleshoots new and modified batch and on-line application programs
- Creates, modifies, and manages custom reports using Crystal Reports or similar report writing software package
- Assists in developing operations procedure manuals and documentation and trains computer operations personnel in the use of new or enhanced systems
- Assists in developing end-user documentation and trains end-users in the use of new or enhanced systems
- Schedules, coordinates, and facilitates regular user group meetings on in-house business applications
- Assists with troubleshooting and correction of system failures during job processing
- Assists in developing and processing comprehensive system test cases to ensure accurate and viable results
- Evaluates and troubleshoots problems to determine causes and recommends or initiates resolution for server applications, micro-computer software and hardware, terminals, printers, and data-communications network
- Acts as liaison between City staff and business application vendors to facilitate software purchases and troubleshooting
- May assist in the development and implementation of various databases in a multi-agency environment, including working with other local and state agencies
- Assists in the preparation of the departmental budget
- Specifies and orders business application supplies such as special financial/payroll forms
- Functions as database administrator for database creation and maintenance
- Performs database performance monitoring and implements efficiency improvements
- Maintains system environmental software used to create and change end-user menus, system security, terminal configurations, etc.
- Performs administrative and other duties in the absence of the Information Technology Manager

- Maintains records and prepares reports related to programming activities, operations problems, and related issues
- Maintains the security of confidential data
- Operates business application servers in the absence of regular Computer Operator/Programmer
- Formally evaluates Information Services staff as required
- Performs related duties and activities as required

### **EMPLOYMENT STANDARDS**

#### **Knowledge of:**

- principles and techniques of script-level programming including writing, coding, testing, debugging, and implementing new or modified application scripts
- SQL, HTML, JavaScript and similar programming languages used for developing batch process and advanced reporting
- capabilities and operating system knowledge of Microsoft Windows-based computers
- principles and techniques of database maintenance
- specialized public sector/governmental information system applications such as fund accounting, utility billing, permit processing, etc.
- micro-computer applications software, hardware, communications, and troubleshooting
- database report designing and development
- principles and techniques of effective supervision

#### **Ability to:**

- understand user needs and problem descriptions for the purpose of implementing automated solutions
- evaluate, troubleshoot, and recommend resolution of Microsoft Windows-based servers, application, data communication, and hardware problems
- evaluate, troubleshoot, and recommend resolution of micro-computer software and hardware problems
- effectively develop and write application and system documentation for both end-users and computer operator
- effectively communicate computer procedures, training, and issues to system users both orally and in writing
- train users and operations staff on server and micro-computer application and hardware
- supervise, train, and evaluate assigned staff
- establish and maintain effective work relationships with co-workers and others in the performance of required duties
- use a telephone, and write or use a keyboard to communicate through written means
- work indoors using near vision for prolonged periods
- sit at a desk for long periods of time on a continuous basis
- climb stairs
- intermittently twist to reach equipment surrounding desk, and perform simple grasping and fine manipulation
- work safely

**TRAINING AND EXPERIENCE:** Any combination of training and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain this knowledge and ability is:

#### **Education:**

- An A.S. degree in computer science (or related field) and two years of progressively responsible work experience in general business or governmental database and computer system support

Or

#### **Experience:**

- Four to five years of progressively responsible work experience in general business or governmental database and computer system support

### **LICENSE**

- a valid Class C California Driver License and safe driving record

### **APPLICATION AND INTERVIEW PROCESS**

Applications must be submitted to the Human Resources Department, 275 Main Street, Suite 400, 4<sup>th</sup> floor, Watsonville, CA 95076 by the filing deadline. **No postmarks accepted.** An application may be obtained by calling 831.768.3025 or by going to the City's website at [www.cityofwatsonville.org](http://www.cityofwatsonville.org). Candidates will receive written notification after applications have been screened for requirement compliance. Testing and interview dates will be announced after application screening.

### **APPOINTMENT AND BENEFITS**

The position benefits include vacation, sick leave, and holiday benefits. The City offers Public Employees Retirement System Benefits. Employees shall pay the full Employee PERS Contribution. Depending on the needs of the City, bilingual pay (English/Spanish) may be available upon passing the bilingual exam (\$75/month conversational premium pay, \$250/month written and conversational premium pay).

The candidate selected will be appointed for a 12-month probationary period. Names of the remaining successful candidates will be placed on an employment list which remains effective for one year. The City may abolish an employment list at any time the needs of the City so require. The Business Systems Administrator position is represented by the Mid-Management Bargaining Unit.

Prior to appointment to the position of Business Systems Administrator, a medical examination and Department of Justice Live Scan fingerprinting will be required.



The City of Watsonville is an Equal Opportunity Employer and encourages workplace diversity.

The City of Watsonville is committed to compliance with the Americans with Disabilities Act by including people with disabilities in all of its programs and activities.

**NOTE: THIS ANNOUNCEMENT DOES NOT CONSTITUTE A CONTRACT, EXPRESSED OR IMPLIED, AND ANY PROVISIONS CONTAINED IN THIS BULLETIN MAY BE MODIFIED OR REVISED WITHOUT NOTICE.**