

CLASS TITLE: CONFIGURATION COORDINATOR

PURPOSE OF THE CLASSIFICATION: Under direction is responsible for business system configuration and support involving system coordination, process analysis, and implementation and other related duties as assigned.

ESSENTIAL TASKS

- Plans for and coordinates support, maintenance and issue resolution with IT and other agencies and departments to maintain and monitor the functioning of interfaces with other systems and to ensure optimal interface performance
- Supports business administrators as primary administrators for the assigned system, to include maintenance of system security, granting permissions, on-boarding new users and removing users, as well as configuring user groups and report development documentation relating to system data and business practices
- Supports implementation of the assigned 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 assigned system
- Performs or assist with maintenance processes and testing to ensure system accuracy and functionality
- Supports system and functionality updates with analysts, users, executives, managers, and IT
- Manages vendor relationships to include license monitoring, account services, support management, contract compliance, maintenance and troubleshooting and vendor technical support and issue resolution
- Work closely with and supports other entities which possess system interfaces with the assigned system
- Participates in industry and other professional networks to ensure awareness of current standards and best practices, strengthening organizational and technical knowledge
- Supports planning and business processes improvements that leverage the capabilities of the system to improve organizational performance
- Develop and implement plans to minimize, mitigate, and remediate disruptions of service
- Works closely with management to ensure optimal performance and benefit from the system for the City of Tulsa
- 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: Graduation from an accredited college or university with a bachelor's degree in business or public administration, computer sciences or a related field and four (4) years of experience in a related field; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Employee will be eligible for the equivalent of a one-step pay increase following the completion of one (1) year time in grade and completion of Entry Certification in Business Analysis (Level 1) (ECBA) by the International Institute of Business Analysis (IIBA) or another equivalent certification.

Employee will be eligible for the equivalent of a one-step pay increase following the completion of two (2) years of time in grade and completion of ITIL (IT Infrastructure Library) Foundation Certification in IT Service Management or another equivalent certification.

Employee will be eligible for the equivalent of a one-step pay increase following the completion of four (4) years of time in grade and completion of an ITIL (IT Infrastructure Library) Intermediate Certification in IT Service Management or another equivalent certification.

Employee will be eligible for the equivalent of a two-step pay increase following the completion of five (5) years of time in grade and obtaining certification in Certified in Risk and Information Systems Control (CRISC) through Information Systems Audit and Control Association (ISACA) or another equivalent certification.

Knowledge, Abilities and Skills: Comprehensive knowledge of end user functions and business processes; Strong verbal and written communication skills, including the ability to communicate technical subjects to end-users in language they clearly understand; Ability and desire to lead, facilitate, and organize with interpersonal and motivational skills; ability to obtain Basic CLEET Instructor certification in some positions and provide training in classroom and field settings; ability to work effectively and professionally with members at all levels of the organization; ability to maintain system functionality and improve processes utilizing various support mechanisms; ability to lead projects of varying complexity with tight deadlines, closing projects on time and within budget; ability to analyze complex issues and formulate sound solutions; ability to work independently and to recognize, analyze and solve complex business and/or organizational challenges; ability to 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 steadiness and finger dexterity enough to use a keyboard and telephone; lifting and carrying up to 20 pounds; may be subject to walking, sitting, reaching, bending, kneeling and handling; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's license; Obtain Basic CLEET Instructor Certification within one (1) year of date of hire in some positions.

WORKING ENVIRONMENT: Working environment is primarily in an office setting, with occasional work in and around police vehicles, and may require some travel. Required to be on-call after business hours as necessary to maintain effective support of assigned system.

Class Code: 3016
EEO Code: E-02
Pay Code: EX-40

Group: Clerical and Administrative
Series: Data Processing and Information

Effective Date: August 8, 2018