

Water Authority Position Description

CIS SYSTEMS ADMIN

Status	Position Code	Level	Date
APPROVED	CSAD	P27	Mar 2017

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

POSITION SUMMARY

RESPONSIBLE FOR THE OVERALL FUNCTIONING AND TRAINING OF THE WATER AUTHORITY BILLING SYSTEM INCLUDING RESEARCHING, COMPILING, ANALYZING AND PREPARING REPORTS USING AUTOMATED SYSTEMS AND TOOLS.

MIN EDUCATION & EXPERIENCE REQ

BACHELOR'S DEGREE FROM AN ACCREDITED COLLEGE OR UNIVERSITY WITH MAJOR COURSE WORK IN BUSINESS ADMINISTRATION, PUBLIC ADMINISTRATION, INFORMATION SYSTEMS OR A RELATED FIELD, PLUS FIVE (5) YEARS UTILITY BILLING EXPERIENCE TO INCLUDE TWO (2) YEARS CIS CONFIGURATION, DEVELOPMENT AND MAINTENANCE, PLUS TWO (2) YEARS SUPERVISORY EXPERIENCE IN A MANAGEMENT AND/OR ADMINISTRATIVE CAPACITY.

ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP)
POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE

SUPERVISION RECEIVED/EXERCISED

RECEIVES GENERAL DIRECTION FROM THE CUSTOMER SERVICE MANAGER.
EXERCISES FUNCTIONAL LEAD OVER ASSIGNED CUSTOMER SERVICE STAFF.

ESSENTIAL FUNCTIONS

1. SERVE AS THE LIAISON BETWEEN THE CUSTOMER SERVICES (CS), AND THE INFORMATION SYSTEMS (IS) REGARDING CHANGES, ENHANCEMENTS AND UPDATES.
2. PARTICIPATE IN THE DEVELOPMENT AND IMPLEMENTATION OF GOALS, OBJECTIVES, POLICIES AND PRIORITIES FOR THE BILLING OPERATIONS.
3. IDENTIFY OPPORTUNITIES FOR IMPROVING BILLING FUNCTIONS AND PROCEDURES. IDENTIFY RESOURCE NEEDS. REVIEW WITH APPROPRIATE MANAGEMENT STAFF; IMPLEMENT IMPROVEMENTS.
4. RESPONSIBLE FOR THE ACTIVATION AND PRIORITIZATION OF ALL CIS SERVICE REQUESTS.
5. PERFORM CONFIGURATION AS NECESSARY FOR RATE AND/OR BILLING UPDATES. TEST AND VERIFY ALL CHANGES BEFORE MOVING INTO THE PRODUCTION ENVIRONMENT. ANALYZE RATE ORDINANCE CHANGES, DOCUMENT CONFIGURATION NEEDED TO IMPLEMENT NEW RATE OR CHANGE.
6. REVIEW AND MONITOR BILLING ACTIVITIES AND PROVIDE HIGHLY RESPONSIBLE AND COMPLEX STAFF ASSISTANCE TO HIGHER LEVEL SUPERVISORY OR MANAGEMENT STAFF.
7. PLAN, COORDINATE AND PROVIDE TRAINING FOR END USERS ON EXISTING AUTOMATED APPLICATION SYSTEMS. WORK WITH EMPLOYEES TO CORRECT DEFICIENCIES.
8. ATTEND AND PARTICIPATE IN PROFESSIONAL GROUP MEETINGS. STAY ABREAST OF NEW TRENDS AND INNOVATIONS IN THE FIELD OF AUTOMATED DATA SYSTEMS.
9. MAINTAIN LARGE AND COMPLEX RECORDS AND FILING SYSTEM USING A COMPUTER. RETRIEVE RECORDS AND FILES AS NEEDED.

SUPPLEMENTAL FUNCTIONS

1. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

PREFERRED KNOWLEDGE

OPERATIONAL CHARACTERISTICS, SERVICES AND ACTIVITIES OF A CUSTOMER SERVICE PROGRAM
MODERN AND COMPLEX PRINCIPLES AND PRACTICES OF CUSTOMER SERVICE BILLING
PRACTICES PRINCIPLES AND PROCEDURES OF PUBLIC SECTOR ACCOUNT ADJUSTMENTS AND RATE SCHEDULES
METHODS OF RESEARCH, DATA ANALYSIS AND REPORT PREPARATION
PRINCIPLES AND PRACTICES OF PROGRAM DEVELOPMENT SOFTWARE WITHIN ASSIGNED AREA
BASIC PRINCIPLES AND PRACTICES OF END-USER SOFTWARE TROUBLESHOOTING
OPERATIONAL CHARACTERISTICS OF PERSONAL COMPUTERS AND RELATED OPERATING SYSTEMS
WATER AUTHORITY PERSONNEL RULES AND REGULATIONS

PREFERRED SKILL/ABILITY

PERFORM ROUTINE DATA ANALYSIS DUTIES

USE PERSONAL COMPUTERS AND STANDARD OFFICE SOFTWARE PACKAGES AND INTERNET APPLICATIONS COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING

EVALUATE AND TRAIN STAFF

LEARN METHODS AND TECHNIQUES USED IN THE INSTALLATION, TROUBLESHOOTING,

AND MAINTENANCE OF END-USER DATA SYSTEMS PROVIDE A WIDE VARIETY OF

ASSISTANCE AND INFORMATION TO CUSTOMERS PERFORM A VARIETY OF MATHEMATICAL

CALCULATIONS MAINTAIN AND UPDATE A VARIETY OF RECORDS AND LOGS

PREPARE CLEAR AND CONCISE REPORTS

ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE

CONTACTED IN THE COURSE OF WORK

WORKING CONDITIONS

OFFICE ENVIRONMENT; EXPOSURE TO COMPUTER SCREENS

PHYSICAL REQUIREMENTS

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED

DUTIES AND RESPONSIBILITIES SUCH AS; MAINTAINING PHYSICAL CONDITION

NECESSARY FOR SITTING FOR PROLONGED PERIODS; AND EXTENSIVE USE OF

COMPUTER KEYBOARD

MAINTAIN EFFECTIVE AUDIO-VISUAL DISCRIMINATION AND PERCEPTION TO THE

DEGREE NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF ASSIGNED DUTIES