

# ENTERPRISE APPLICATION ADMINISTRATOR

NOW HIRING

CITY OF PALM COAST CAREER  
OPPORTUNITY







## The City

One of Florida's newest cities (incorporated 1999), Palm Coast is a Florida paradise – situated on 70 miles of saltwater and freshwater canals and the Intracoastal Waterway and just minutes from pristine Atlantic Ocean beaches. Vibrant lifestyle and the natural environment go hand-in-hand here. The City offers a dozen beautiful parks, 125+ miles of connecting trails and paths for walking/bicycling, abundant fishing and boating, a year-round Running Series, and world-class tennis and golf. Lined with historic oaks, towering pines and indigenous vegetation, Palm Coast's parks and trails showcase the splendid elegance of the

native Florida landscape. Bird-watching is popular at St. Joe Walkway and Linear Park, which are designated as Great Florida Birding & Wildlife Trails, and visitors can spot dolphins and seabirds as they stroll along the Intracoastal at Waterfront Park. The City currently has an estimated population of 85,000.



## The Position

Independent professional, analytical and technical position responsible for implementing and managing the City's Enterprise Software Applications. Responsibilities include being the City's Subject Matter Expert (SME) on the application(s), mapping departmental work flow processes, installing, configuring and upgrading the application(s), testing the application(s), working with vendors to resolve software bugs or issues, creating documentation, training staff and evaluating new features or products. Position reports to the IT Director.

Employees in this classification function at a professional level, and are responsible for analyzing technical software applications and promoting optimal performance in systems development through use of state-of-the-art information technology. Provides continuous monitoring of work processes to ensure quality assurance/control and improvements to current processes and procedures where applicable.



## Key Duties and Responsibilities

- Analyzes application needs specific to the City process assigned; designs requirements and specifications; performs system and program enhancements; develops and conducts system and program testing.
- Researches, tests, analyzes and repairs routine and complex software issues.
- Receives, prioritizes and

responds to staff, end user and department requests for troubleshooting, maintenance and support of Enterprise Applications.

- Provides project management and leadership for application installations, upgrades, and or modifications; may require management of multiple projects simultaneously to ensure adherence to critical paths and project goals.
- Provides advisement and consultation with management regarding the application strategies of the assigned systems, problem anticipation and problem solving on an enterprise level.
- Researches current trends and developments in the industry relevant to systems under charge; identifies where new solutions or enhancements to current systems may improve operational or functional efficiency of assigned systems.
- Identifies when assigned systems applications of the assigned systems are becoming outdated; recommends implementations of new technologies accordingly.
- Communicates with software/technology vendors; provides information concerning operational and/or mechanical problems, new products, or other issues as appropriate; acts in a consultative role regarding new policies.
- Maintains an awareness of new products, technologies, trends, and advances in the profession; reads professional manuals and publications to increase knowledge of computer operations; attends user group meetings, conferences, workshops, and training sessions as appropriate.



## Qualifications

- Ability to analyze, implement, maintain and repair new technological software and programs.
- Knowledge of the methods, tools, and techniques applied to software/applications analysis, evaluation and design for existing or new support systems in complex multi-platform networked environments.
- Knowledge of the body of available and current information resources applicable to the department's functions for technical research and development purposes.
- Knowledge of various current technologies relevant to existing applications and/or upcoming installations, e.g., Microsoft technologies; report writers; relational databases; programming / scripting languages; web, server, and voice/data network technologies.
- Skill in reading and interpreting technical and trade journals, industry specific periodicals, product / manufacturer specifications, and related technical information and data.
- Skill in interpersonal, leadership, planning, management and communications; ability to communicate professionally verbally, in writing, and in presentations.
- Ability to evaluate, diagnose and develop solutions to potential and real operational and system deficiencies to ensure continued and non-disrupted service to system users.
- Ability to utilize personal computers, standard office equipment and standard software applications, e.g., word processors, database software, spreadsheet applications.
- Ability to establish and maintain effective working relationships with employees, division and department heads, public/private sector contacts, and City administration.
- Ability to organize work, establish priorities, meet established deadlines, and follow up on assignments with a minimum of direction.





## **The Ideal Candidate**

If you love to use technology to solve problems, or derive value in knowing the work you do makes a difference in the lives of others, we just might be the right fit for you.

The ideal candidate for the Enterprise Application Administrator will have a working knowledge of a wide array of technologies in order to troubleshoot and support software. They will be proactive in thinking of technical solutions for our customer's problems.

The ability to find creative solutions to problems, communicate technical ideas to non-technical people, and to motivate through a positive attitude are also highly desired.





## Compensation and Benefits

Starting salary range is \$53,082 - \$60,175. The full salary range is \$53,082 - \$81,455. The starting salary will depend on qualifications and experience. Benefits are excellent. The City offers a retirement plan where the City contributes 10% of the salary towards a 401(a) plan. In addition, the City offers an additional match up to 2% with employee contribution towards a 457 plan. For more information, about the City's benefits, such as health/dental insurance, vacation and sick leave, and other insurance plans, please contact Human Resources at [human\\_resources@palmcoastgov.com](mailto:human_resources@palmcoastgov.com) or (386) 986-3718.

## How to Apply

Apply online through the City's website at [www.palmcoastgov.com/employment/openings](http://www.palmcoastgov.com/employment/openings). Questions should be directed to Human Resources at [human\\_resources@palmcoastgov.com](mailto:human_resources@palmcoastgov.com) or (386) 986-3718.



## Confidentiality

Under the Florida Public Records Act, all applicants are subject to disclosure upon receipt. References are checked after the interview and selection process is completed.

## The Process

Applications will be accepted until the position is filled. The City intends to conduct a comprehensive recruitment and selection process to ensure that not only a qualified candidate is selected, but also one who will complement the City's organizational culture.

## Other Important Information

The City of Palm Coast is an Equal Opportunity Employer and encourages women, minorities, and veterans to apply. A veteran's preference will be awarded per Florida law.

