

Professionally and compassionately helping people



PUGET SOUND

REGIONAL FIRE AUTHORITY

INTERNATIONALLY ACCREDITED FIRE AGENCY

ERP System Administrator/IT Project Manager

CAREER OPPORTUNITY

RFA GOVERNANCE

Puget Sound Fire is governed by the Regional Fire Authority Board. This Board is comprised of six voting members and three non-voting members. Three members of the Board are appointed from ranks of the Kent City Council, three from the Board of Fire Commissioners for Fire District 37, one non-voting member from the Covington City Council, one non-voting member from the SeaTac City Council, and one non-voting member from Fire District 43. The Board's responsibilities are to oversee the budget and policy decisions and to ensure the department is successful in its mission of protecting our community.

Department Overview

- 13 Fire Stations
- 3 Battalions
- 300+ full-time employees
- 26,000 emergency responses in 2018



THE DEPARTMENT

The Puget Sound RFA is a progressive, diverse, full spectrum life safety agency protecting more than 200,000 citizens. The men and women of Puget Sound Fire are proud to serve their citizens, with over 26,000 emergency responses in 2018.

Puget Sound RFA is an internationally accredited full-service, all risk fire and rescue department that provides services to the citizens of Covington, Kent, SeaTac, Maple Valley and portions of unincorporated King County. Our workforce is approximately 300 employees and an annual budget of nearly \$70 million.

Under the leadership of the IT Manager, the ERP System Administrator/IT Project Manager will be a member of the IT Department. This Department serves the cities of Covington, Kent, SeaTac, Maple Valley and Renton with their technical support services in support of the mission of the fire department in a way that is efficient, effective and fiscally responsible to the communities served.

CORE VALUES

Be safe. Do your best. Serve with integrity.
Take care of each other.

APPLICATION & SELECTION

Application deadline:
February 11th at 4:00 p.m.

Please apply at:

www.pugetsoundfire.org

SELECTION PROCESS:

Applicants will be reviewed for minimum qualifications.

Successful candidates will be invited to the first-round interviews.

Questions? Please contact Jennifer Zager, HR Specialist at 253-856-4309 or JZager@pugetsoundfire.org



EMPLOYMENT STANDARDS

1. A degree in a technology discipline. Combined experience (enterprise project management and ERP system administration) shall be no less than five (5) years.
2. The ideal candidate will have experience both in the implementation of an enterprise software system and top/senior administration of such a system. Significant experience in non-enterprise technology project management may be considered as supplementary should that experience be deemed as having enough complexity and applicability to the organization's current needs.

In place of the above requirements, the individual may possess any combination of relevant education and experience which would demonstrate the individual's knowledge, skills, and ability to perform the essential duties and responsibilities.

COMPENSATION & BENEFITS

This nonexempt position will be offered at a salary of \$80,290 – \$120,487 with the following benefits in addition:

- Longevity Pay
- Vacation: 96 hours annually
- Holidays: 12 paid holidays annually
- Sick Leave: an accrual of 10 hours per month of paid sick leave
- Bereavement Leave
- Health insurance: medical, dental and vision plans
- Retirement: PERS (Public Employees Retirement System).
- Deferred Compensation: PSF will contribute 3% of the employee's annual salary
- Life Insurance
- Long Term Disability
- Education Reimbursement

THE IDEAL CANDIDATE

- Become familiar with, follow, and actively support the Department's mission, vision, and value statements.
- Applies quality customer service principles and concepts to assist internal and external customers in a patient, courteous, and tactful manner.
- Demonstrate ability to effectively communicate and work efficiently with others collaboratively.
- Operate within the RFA's procedures and guidelines to professionally represent the department.

EXAMPLES OF DUTIES

- Management of an enterprise-wide technology project
 - Oversight to keep the project within scope and/or facilitate scope change
 - Ensure the project team is covered by current contracts
 - Ensure the interests of stakeholders are considered
 - Manage expectations
 - Set clear milestones and project measures
 - Implement and oversee ongoing process improvement (continuous improvement)
 - Promote team satisfaction through responsiveness, innovation, creativity and confidence
- Ability to build and lead/oversee implementation teams
 - Define and staff up appropriate teams to execute work in a proficient and professional manner
 - Oversee team function, facilitate healthy and open communication
 - Resolve conflicts quickly and effectively
- Provide clear and consistent communication to the entire project team
 - Develop meaningful reports for project stakeholders at all levels
 - Track/log issues, significant decisions and implement meaningful change management
 - Remain actively engaged with project team throughout the life of the project

For the post-implementation phase and in-service phase, work is characterized by:

- Manage and administer and enterprise resource planning (ERP) system and its environment
- Maintain the overall relationship with end-users of the ERP system. This should be done in a professional fashion with unquestionable integrity and dedication to excellence.
- Oversee and support all ERP interfaces with other technology systems/applications in the organization, cloud and partner agencies.
- Monitor license compliance for ERP software
- Become familiar with, follow, and actively support the vision, mission, values, and behavior standards of the organization.
- Incumbent is often required to travel to other end-user sites and/or partner offices to attend or lead meetings and/or make presentations, provide technical advice/support and resolve issues.



ERP SYSTEM ADMINISTRATOR / IT PROJECT MANAGER JOB DESCRIPTION

GENERAL PURPOSE:

This dual-purpose position has been created to manage the implementation of a new ERP system and, upon completion, become the top-level administrator of the ERP and its interfaces.

SUPERVISION:

This position reports directly to the IT Manager.

Work is performed under limited supervision. Supervisor sets the overall objectives and resources available. Incumbent and supervisor work together to develop the deadlines, projects, and work to be completed. Incumbent is responsible for the work, plans, and carries out the assignment, resolves most conflicts that arise, coordinates work with others, and interprets policies on own initiative in terms of established objectives. Incumbent keeps supervisor informed of progress, potentially controversial matters, or far reaching implications.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

For the implementation phase of the ERP, work is characterized by:

- Management of an enterprise-wide technology project
 - Oversight to keep the project within scope and/or facilitate scope change
 - Ensure the project team is covered by current contracts
 - Ensure the interests of stakeholders are considered
 - Manage expectations
 - Set clear milestones and project measures
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KNOWLEDGE AND SKILLS:

- The ability to manage complex technology projects at the enterprise level
- Advanced knowledge of ERP systems
- Experience in maintaining the health of an ERP system
- Strong knowledge of reporting systems/software (Crystal, SSRS, etc.)
- Correct usage of English grammar, spelling, punctuation and vocabulary
- Effective interpersonal skills using tact, patience and courtesy
- Analyzing ERP system problems, investigating the cause and providing effective solutions
- Communicating complex technical ideas in lay-person's terms
- Be familiar with one or more process improvement methodologies (ITIL, Lean Six Sigma, etc.).

Ability To:

- Learn computer software packages and adapt for specific user application quickly and effectively
- Operate a variety of computers and related equipment including printers, scanners, smart devices/phones and software packages
- Conduct technical research, gather and analyze data, and recommend solutions.
- Establish and maintain effective working relationships with co-workers, partner agency staff, officials, vendors and consultants.
- Work in a team environment to help solve complex problems.
- Communicate effectively both orally and in writing
- Read and interpret documents such as policy manuals, technical computer manuals and procedures, and business periodicals. Prepare and maintain clear and accurate routine reports, correspondence and procedures.

MINIMUM EDUCATION AND EXPERIENCE REQUIRED:

Education: A degree in a technology discipline. Combined experience (enterprise project management and ERP system administration) shall be no less than five (5) years.

Experience: The ideal candidate will have experience both in the implementation of an enterprise software system and top/senior administration of such a system. Significant experience in non-enterprise technology project management may be considered as supplementary should that experience be deemed as having sufficient complexity and applicability to the organization's current needs.

Or: In place of the above requirements, the incumbent may possess any combination of relevant education and experience which would demonstrate the individual's knowledge, skill and ability to perform the essential duties and responsibilities listed above.

ADDITIONAL CONSIDERATION GIVEN FOR

Experience in migrating from Microsoft Dynamics GP to another ERP system.

MACHINES, TOOLS, AND EQUIPMENT USED:

- Typical business office machinery and equipment including but not limited to personal computer, laptop computers, printers, scanners, telephone, fax and copy machine, cellular phone, pager, two-way radio and calculator.
- Required to operate a Puget Sound Fire vehicle to travel to and from remote sites.

PHYSICAL DEMANDS:

While performing the duties of this job, the employee is regularly required to use arms, hands and fingers to reach, handle, feel, or operate objects, materials, tools, equipment or controls. The employee is frequently required to sit, stand, walk, hear and talk normally with or without mechanical assistance. The employee is occasionally required to stoop, kneel, crouch, crawl under desks and panels, lift in excess of 25 pounds. Specific vision abilities required by this job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

WORKING CONDITIONS:

Work is performed in various areas in locations ranging from a typical office environment to complex Fire apparatus/vehicles. Inside work is performed in a typical information technology environment, which includes an office, a technical workstation, a computer room with a controlled environment, as well as working with users on site. Work often requires driving to various user sites. The noise level in the work environment is usually moderate to occasionally loud.