

SAAS SYSTEMS ADMINISTRATOR

DEFINITION

Under general direction of the Director of Informational Technology to configure, maintain, and administer SAAS (software as a service) cloud-based computer systems used by numerous County departments; manage use of these applications for enhanced employee work performance.

DISTINGUISHING CHARACTERISTICS

This is a specialized classification position in the Informational Technology Department, which has responsibility for developing, coding, and debugging application programs for the County computer systems. The position also has responsibility for the development and maintenance of database applications, including but not limited to County's financial and personnel systems with access to confidential information.

Compliance management refers to an individual's ability to ensure that employees comply with the rules, procedures and policies related to SaaS applications. This skill is particularly important because it allows the Information Technology (IT) Department to maintain the security of the County's data. Compliance management requires SaaS professionals to communicate clearly about the expectations for the software, the creation of documents that explain the security policies and the organization of the SaaS software that Plumas County uses. This position will improve the County's use of software while also enhancing the security levels.

REPORTS TO

Director of Informational Technology

CLASSIFICATIONS DIRECTLY SUPERVISED

None

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EXAMPLES OF DUTIES

- Administers County SAAS systems and assists related departments with personalized configuration, reporting (SSRS), training, documentation, and troubleshooting.
- Administers County internet facing presence (Webpage, Social Media, ADA compliance)
- Works with end users / departments to understand information needs and configures SAAS systems to meet those needs.
- Prepares thorough systems definitions, and documentation for new and existing systems.
- Performs complex work in the configuration, debugging, and enhancement of SAAS systems and programs.
- Administers County Office 365 tenant including, Email, SharePoint, Azure Active Directory, O365 security, and Office 365 applications.
- Administers county ERP and assists related departments with personalized configuration, reporting (SSRS), training, documentation, and troubleshooting.
- Installs and tests new computer hardware, software and operating systems.
- Maintain accurate records of automation related problems and solutions.
- Manage access to software applications to ensure security.
- Onboard and offload employees to the proper applications.
- Assist with developing and adhering to the department's fiscal budget.
- Optimize the SaaS Budget by identifying which software is most valuable to the County.
- Assists with desktop support, employee training and administration of SaaS applications.
- Acts as support member for system upgrades, integrations, and technical assistance as needed.
- Maintain systems to protect County data, employee confidential information, and other protective measures a necessary.
- Perform related duties as assigned by Director of Information Technology.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; some kneeling and stooping; physical ability to lift and move objects weighing up to 50 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment including computers, telephones, calculators, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office environment; some exposure to dust and electrical energy; continuous contact with staff and the public.

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DESIRABLE QUALIFICATIONS

Knowledge of:

- Compliance management to ensure County is compliant with rules, procedures, and policies related to SAAS applications.
- Maintain cybersecurity and ensure all employees know how to use and secure applications.
- Computerized information systems including hardware and software capabilities.
- Principles, methods, and procedures of application program development, testing, and maintenance.
- Coding languages to ensure SAAS custom applications are ready.
- Database application development languages used by County database software.
- Programming languages and available software packages.
- Recent developments, current literature, and sources of information regarding data processing and computer systems.
- Project development, management, and coordination.
- Development and conversion of applications and services to automated data processing.
- Configuration and documentation of general SAAS systems.
- ADA Compliance / Website Administration.
- Computer operating systems.

Ability to:

- Ability to communicate effectively with other employees and County leadership about budget, application usage and other issues related to SAAS applications.
- Interact effectively and collaborate with all types of people to ensure computer applications work effectively.
- Develop, implement, modify, and maintain application programs and database systems.
- Train users in the use of application programs and database applications.
- Analyze user data processing needs and develop programs and database applications to meet those needs.
- Develop documentation and user manuals for systems and programs.
- Prepare reports and correspondence.
- Effectively present ideas and recommendations orally and in writing.
- Effectively represent the programs, operations, and functions of the County Data Processing Division, with the public, other County staff, and other government agencies.
- Establish and maintain cooperative working relationships.
- Quickly and independently learn, document, and begin to train end users on new and existing SAAS systems.
- Analyze user information system needs and develop systems to meet those needs.
- Evaluate and prioritize projects under direction of the Information Technology Director
- Develop precise and clear documentation and user manuals.
- Communicate clearly and concisely, both orally and in writing.

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Training and Experience:

Two (2) years of responsible experience in the field of computer programming, website development, or systems analysis, including experience in the field of SAAS systems administration, including O365 administration.

Specific knowledge of Office 365 Tenant Administration, Munis ERP, CivicPlus / CivicClerk, and Microsoft Windows.

Equivalent to completion of twelfth grade and additional college courses or specialized training in computer programming, operating systems, network operations, or related fields. Bachelor's degree related field is highly desirable.

Special Requirements:

Must possess a valid driver's license at time of application and a valid California Driver's License by the time of appointment. The valid California Driver's License must be maintained throughout employment.

All County of Plumas employees are designated Disaster Service Workers through State law (California Government Code Section 3100-3109). Employment with Plumas County requires the affirmation of a loyalty oath to this effect. Employees are Required to complete all Disaster Service Work related training as assigned, and to return to work as ordered in the event of an emergency.