LIVINGSTON COUNTY
JOB DESCRIPTION

ENTERPRISE CONTENT MANAGEMENT (ECM) ADMINISTRATOR

Supervised By: Systems and Application Manager
Supervises: No supervisory responsibility
Department: Information Technology
FLSA Status: Exempt

Position Summary:

Under the supervision of the Systems and Application Manager, the Enterprise Content Management (ECM) Administrator is responsible for providing complete system management for Livingston County Enterprise Content Management systems. Administers the ECM system and serves as a liaison between ECM leads/power users, Information Technology, and ECM vendor support teams. Designs, builds, and maintains ECM solutions. The ECM Administrator is ultimately responsible for ensuring that appropriate documents regarding life and death situations are available to appropriate user departments, specifically public safety, and the courts. Serves as a project manager to implement ECM solutions using standard project manager constructs.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Administers, maintains, and configures the ECM system which includes working with ECM leads and/or power users to maintain appropriate user access, deploying role-based security, workflow, and other configurations. This is very important given the extreme confidentiality and legal restrictions attached to viewing of certain documents.

2. Designs and creates standards to be used in future solutions, thereby ensuring ease of support, development efforts, and better system performance.

3. Designs (in collaboration with departmental subject matter experts), develops, documents, tests, and implements ECM solutions and other custom solutions, using best practices and established standards, as well as a variety of software and hardware platforms, to maximize County staff efficiencies.

4. Trains end-users on ECM solutions, best practices for solutions and the ECM platform in general.

5. Plans, writes, and documents test scripts. Executes test plans and tracks results of testing in support of application processes and quality control.

6. Develop and manage integrations with departmental third-party applications.

7. Collaborate with state, local agencies, and county departments/divisions to design and build solutions that promote efficiency, accuracy, and improved customer service.

8. Recognize and identify potential areas where existing policies and procedures require change or where new ones need to be developed, and/or standardized, especially regarding future expansion in the use of the ECM product.

9. Monitors ECM system server environment and takes corrective action to prevent or minimize system down time. Researches and makes recommendations to the Senior Database Administrator and infrastructure staff to facilitate better system performance.

10. Resolves and analyzes reported issues in IT work order tracking system to identify potential problem areas, interacting with vendor partners, when necessary, thereby proactively avoiding system failures.

11. Works with the Security Administrator, Senior Database Administrator, and Infrastructure Team to ensure confidentiality, integrity, and availability of the ECM system and its documents and data.

12. Responsible for adhering to the Information Technology Change Control process to identify, document, and obtain authorization for configuration changes.

13. Creates user ECM system and departmental solution(s).

14. Creates detailed technical documentation for IT staff explaining ECM administrative tasks, includes frequency, urgency, and staff impact.

15. Ensures appropriate system usage processes, procedures, business continuity and disaster recovery plans are adhered to.

16. Serves as project manager, collaborating with ECM stakeholders, vendor partner(s) (when necessary), and other Information Technology staff, for all ECM projects and initiatives utilizing the Project Management Institutes (PMI) project management methodology and tools.

17. Maintain system skills to continue the practice of developing County ECM solutions, thereby reducing the dependence and cost of using outside vendor services.

18. Schedules, coordinates, manages, applies, and tests periodic release upgrades to the ECM system.

19. Monitors, evaluates, schedules, and performs frequent patches from Windows Operating System on the servers. Collaborates with ECM and associated software vendors to ensure compatibility with the existing Operating System and software versions with the ECM system.

20. Leads continual improvement and innovation of the ECM system and identifies and assists with business process reengineering and operational efficiency improvements.

21. Keeps abreast of currently used software issues, legislative and regulatory developments, new administrative techniques, and current issues through continued education and professional growth. Attends conferences, workshops, and seminars as appropriate.

22. Performs all other duties as assigned.

Required Knowledge, Skills, Abilities and Minimum Qualifications:
The requirements listed below are representative of the knowledge, skills, abilities, and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodation may be made to enable individuals with disabilities to perform the job.

Requirements include the following:

Education & Experience

- Bachelor's Degree in information systems or related field and three to five years of progressively more responsible experience in information technology application systems.
- Three to five years supporting an ECM or equivalent business system preferably in government, healthcare, or financial sector with four to six years of business analyst experience.
- The County, at its discretion, may consider an alternative combination of formal education and work experience.

Other Required Knowledge, Skills & Abilities

- Valid Michigan Driver's License

- Ability to effectively communicate with various staff hierarchy levels of all departments within the organization as well as ability to facilitate meetings with business and technical audiences.

- Considerable knowledge and skill in designing, developing, and testing software applications, training end users in software applications, applicable programming languages, hardware, software, and peripheral devices, troubleshooting and resolving hardware, software, and application issues, writing detailed program documentation for end users, and IT staff.

- Experience with report writing and designing software tools utilizing high-level programming languages.

- Ability to establish effective working relationships, use good judgment, initiative and resourcefulness when dealing with County employees, contractors to the County, representatives of other governmental units, professional contacts, elected officials, and the public.

- Ability to assess situations, solve problems, work effectively under stress, within deadlines, and in emergency situations.

- Skill in the use of sophisticated office equipment and technology, including Microsoft Suite applications and the County's enterprise software system and the ability to master database software and computer programming languages.

- Ability to project and determine long-term system requirements.

- Thorough knowledge of principles, technology, and practices for designing, developing, and maintaining information technology applications for the public sector.

- Ability to respond to emergency or service needs on a 24/7/365 basis, including the need to ensure a county-issued portable computing device is available at all times to facilitate this support. Due to the importance of the ECM system in certain departments, specifically including the courts and public safety, system continuity and access to needed documents are paramount for these departments, as historical information can be the difference in critical decisions or in life saving situations.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view, and produce written and electronic documents, and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop, and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must lift or push/pull objects of up to 40 lbs. without assistance. Accommodation will be made, as needed, for IT employees required to lift or move objects that exceed this weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.