

JOB DESCRIPTION

Diocese of Orange, Pastoral Center

Date: 1/18/2022

Prepared: 1/18/2022

Date Issued:

Approved By:

Date Revised:

Approved By:

POSITION TITLE: Application Administrator

FLSA STATUS: Exempt

DEPARTMENT: Cemeteries

REPORTS TO: Director of Business Planning

SUPERVISORY RESPONSIBILITY:

N/A.

INTERNAL/EXTERNAL CONTACTS:

Cemetery Management and staff, Diocesan Accounting, IT, vendors (as needed)

SUMMARY OVERVIEW:

The Cemeteries Application Administrator exists to oversee all cemetery applications. This position interfaces with staff, management, vendors and internal Diocesan departments to ensure that day to day operations are running appropriately. This position will get feedback from all users (both direct and indirect) and provide suggestions as to application enhancement or business process improvement. Using their application expertise they will provide insight and direction when enhancements or changes occur so that the users are getting the best experience from the applications used.

ESSENTIAL FUNCTIONS:

Primary duties and responsibilities include: List in order of importance and amount of time spent performing duties.

1. Monitor, document, and analyze issues that arise with cemetery applications.
2. Point of contact for our software vendors. Successful candidate will need to:

- a. Communicate issues and work with the vendors to provide an appropriate resolution.
 - b. Identify departmental needs to vendors as potential software enhancements.
3. Collaborate with the Cemetery Management team to determine the best use of software enhancements, ensuring business operations will operate correctly in current and future environments.
4. Work closely with Diocesan Accounting and Cemetery Management to ensure appropriate controls and audit logs are in place.
5. Maintains system/training documentation.
6. Maintain and update system configuration as needed.
7. Provide advice and training to end-users.
8. Create new logins as needed.
9. Maintain current knowledge of relevant technologies and business processes.
10. Review cemetery best practices and work with Cemetery Management to implement.
11. Leader of process automation.
12. Other duties as needed

NON-ESSENTIAL FUNCTIONS:

QUALIFICATIONS & EXPERIENCE: REQUIRED:

Bachelor's Degree and/or 4 years equivalent experience in application administration

DESIRED:

1. Understand the workflow and process requirements of business units related to the application.
2. Demonstrated ability to provide outstanding customer service, be a good listener and work well with a diverse group of users.
3. Demonstrated ability to be the subject matter expert in supporting, maintaining, and administering complex applications.
4. Excellent problem solving/analytical skills, knowledge of analytical tools, and complex troubleshooting methods.
5. Ability to work through ambiguous work situations.
6. Excellent verbal and written communication skills.
7. Hands-on experience in process automation, best practice approach, technology efficiency, and effectiveness.
8. Self-motivated, able to work independently, and takes initiative.
9. Ability to multitask in a fast-paced environment.
10. Outstanding attention to detail with superior time management skills.
11. Ability to learn new content areas and new skills quickly.

12. Professional attitude and work habits.
13. Experience with T-SQL and relational databases

WORK ENVIRONMENT:

Typical office environment

EQUIPMENT USED:

Basic computer equipment, keyboard, mouse, telephone, copier, facsimile, calculator and paper shredder.

PHYSICAL TASKS:

Communicate, move, remain stationary, reach, occasionally carry materials as needed weighing up to 30 lbs.