

Mayor and Council Town of Middletown
19 W. Green Street, Middletown, DE 19709

Job Title: Financial Systems Administrator
Department: Finance
Reports To: Finance Director
FLSA Status: Non-Exempt

Summary:

The Financial Systems Administrator will play a crucial role in enhancing our financial technology infrastructure, improving system integrations, and providing exceptional support to our users. This role is a unique blend of support, system implementation, and administration, offering a chance to work closely with the finance team on various projects including accounting, budgeting, reporting, payroll, payables, receivables and system integration.

Essential Duties and Responsibilities:

1. Leads and manages the operation and procedures of the financial system and other information systems within the Town of Middletown.
2. Manage system access, user setup, permissions, and deactivation
3. Serve as a centralized knowledge resource for the Town's financial systems
4. Provide critical support including training, troubleshooting and custom reporting
5. Develop, test and implement custom technology solutions
6. Automate tasks for efficiency and document technical requirements
7. Analyze support requests to enhance system functionalities
8. Lead client-side responsibilities during system implementations
9. Overseeing implementation of new technology and systems
10. Performs other related duties as required

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.
- Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions.
- Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.
- Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- Organizational Support - Follows policies and procedures; Completes tasks correctly and on time; Supports organization's goals and values.

- Judgement - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.
- Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.
- Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.
- Attendance/Punctuality - Is consistently at work and on time; Arrives at meetings and appointments on time.
- Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Education and/or Experience:

- Knowledge and experience in systems implementation and administration
- Knowledge and experience in finance and accounting preferred
- Familiarity with finance/accounting and Microsoft office applications.
- Completion of a standard high school or GED or any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Language Skills

- Ability to read and comprehend simple instructions, short correspondence, and memos.