

## The Maryland-National Capital Park and Planning Commission

TITLE: Corporate System Security Administrator      GRADE: 28      DATE: 7/25/22  
SERIES: Corporate Finance and Accounting      CODE: 1278      EEO: Professional      FLSA: Exempt

### Class Definition:

Under direction, within Central Administrative Services, leads and performs system security administration work for the Commission-wide Enterprise Resource Planning (ERP) System; which includes completing and maintaining security roles within systems, monitoring and tracking security incidents, maintaining security within software, and providing technical support. Work consists of varied activities within the field, and information on which to act is obtained through investigation, research and testing; mentors and leads junior staff members in completing complex system security analyst activities. Interprets established policies and procedures not specifically covered and reviews work for technical and appropriateness to requirements. Some work can be highly confidential or highly sensitive. On a regularly recurring basis, the work has important impact on systems, including high profile or high stakes matters, mainly department-wide. Applies expert knowledge of, and skill in, systems architecture and applications, business reporting tools, financial information systems; as well as, knowledge of accounting, financial and information technology disciplines and project management. Independently performs various types of analyses and solves conventional, non-standard and challenging problems to provide a full range of products and services. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise, and obtain agreement or compliance or achieve other desired actions. Performs other duties, as assigned.

Work is assigned in terms of ongoing functional responsibilities, requirements of specific assignments and anticipated problems. Incumbent independently plans and carries out the work in conformance with established policies and procedures and accepted programmatic practices, and resolves commonly encountered work problems and deviations by selecting and applying, or adapting and adjusting, the appropriate guidelines and keeps the supervisor informed of assignment status, non-routine problems and issues, and seeks assistance for unusual administrative matters. Work is expected to meet objectives highly effectively – the incumbent is held responsible for results; work is evaluated in terms of effectiveness in meeting objectives, quality, quantity, timeliness, teamwork, customer service and such other factors such as use of skill and ingenuity in overcoming technical and non-technical problems.

### Examples of Important Duties (Estimated Percentages):

#### 1. Core Functions (± 70%)

- Ensures all security requests are complete and meets audit requirements; provisions and de-provisions accounts using system applications. Ensures appropriate roles, permission lists and row level security exists for all functional areas; maintains security based on the requests received (e.g. row level, query level, roles and permission lists and user profiles). Analyzes and resolves security and access problems; maintains security structures for delivered and customized applications. Links users to UNIX or other systems accounts and supports common security related solutions and processes. Creates and tests new security roles and rules in test environment before moving to production; works with support teams to understand complex security requests and modularizes the provisioning process. Anticipates implications and consequences of situations and takes appropriate actions to be prepared for possible contingencies.

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- Monitors and tracks incidents with system support; administers Business Intelligence tools for publishing reports. Collects and researches requirements for reported issues or requests, identifies requirements, gathers workflow data, basic system and reporting specifications; designs and develops security audit reports to identify and remediate anomalies. Documents security process, including and not limited to, security requests, approvals, provisioning and deprovisioning, audits, and reporting; maintains signature authorization forms to include scanning and linking of forms.
- Maintains system software; monitors and maintains integrity and security of systems. Works with team when complex security requests are presented, or security issues are reported to troubleshoot and resolve; implements changes to prevent problems. Performs migration to production environment of new or enhanced systems and services, ensuring minimal disruption to current operations and adhering to established change control practices and procedures. Participates in projects to implement, test and design software.
- Provides support for issues related to security on system help desk; processes service ticket requests according to established procedures. Performs troubleshooting and resolution of enterprise application infrastructure problems including root cause analysis and recommends improvements of future occurrences; participates in project meetings, security design conversations and integrations with third party applications and hosted services.

### 2. Other ( $\pm 30\%$ )

- Provides backup for bank processing and administration.
- Keeps supervisor and others informed of work activities, progress and problems.
- Maintains knowledge of enterprise technology used at the Commission by reviewing technical manuals, attending training classes and utilizing other sources of information.
- Operates computers and peripheral equipment with office automation suite software (e.g. word processing, spreadsheets, graphics, statistical, database packages) to enter data, perform data analysis, design and produce reports, tables, graphs and charts; uses utility software for monitoring users.
- Communicates and interacts effectively with business contacts. Establishes and maintains, or enhances, working relationships, including teamwork, with internal and external contacts. Actively listens to ascertain key information, including concerns, wants and needs of stakeholders, in relation to accounting matters; seeks to obtain agreement, gain compliance or achieve other desired results. Trains and provides informal guidance to less experienced technical staff.

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### Important Worker Characteristics:

- A. Expert knowledge of, and skill in (1) systems architecture and applications; (2) business reporting tools; (3) financial information systems; (4) Enterprise Resource Planning (ERP) system\*; (5) accounting and financial disciplines; (6) project management; (7) developing and supporting required interfaces between ERP system financial modules\*; (8) local, state, and federal regulations requirements related to functional area\*; and (9) information technology disciplines ( e.g., network operations, databases, software applications and interfaces, production operations, quality assurance and systems management)\*; and (10) Commission organization, policies and procedures\*.

*\*Typically acquired or fully developed primarily after employment in this job class.*

- B. Knowledge of, and skill in assigning or reviewing tasks, setting the pace, and otherwise assisting the supervisor by performing group leader work; or ability to rapidly acquire knowledge and skill set.
- C. Skill and ability to (1) research complex system issues; (2) provide help desk support for the financial system; (3) create, change or modify security rules in security application; (4) plan, test, implement upgrades or enhancements; (5) monitor users; (6) work with members of different teams to address and resolve any issues or problems; (7) analyze and summarize system data; (8) understand systems networks architecture in order to help in troubleshooting system problems; (9) create new user profiles.
- D. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skill in identifying subtle aspects of problems and making recommendations and decisions. Examples include troubleshooting software problems; analyzing problems and data in order to recommend and implement solutions.
- E. Skill in communication to understand verbal and written information (including facts, assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information so that others will understand and, in some situations, agree, comply or take other desired action(s). This includes skills in actively listening to ascertain key information, including concerns, wants and needs of others, and in coordinating to obtain desired results including agreement or compliance. Example includes developing relationships across various departments in order to negotiate solutions and ensure continued success to projects.
- F. Interpersonal skills to interact with contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member or a leader of a team.
- G. Skill in using a computer, modern office suite software (such as MS Office), enterprise software and specialized software.

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### Minimum Qualifications (MQs):

1. Bachelor's Degree in Business Management, Computer Science, Information Systems or any related field.
2. Four (4) years of experience in Enterprise Resource Planning Systems or related experience.
3. An equivalent combination of education and experience may be substituted, which together total six (8) years.

### Working Conditions:

Works in an office setting. Work is primarily sedentary and requires light physical effort. Work must be performed accurately and may require occasional overtime, after hours, weekend or on-call work. May be subject to various job demands such as high volume of work and tight deadlines.