

## Enterprise Permitting and Licensing Systems Administrator

### GENERAL SUMMARY

The Enterprise Permitting and Licensing (EPL) System Administrator is responsible for administering, configuring, and providing ongoing support for the Tyler Technologies EPL platform used by Grand Traverse County.

This position serves as a critical liaison between internal departments, external users, and Tyler Technologies, ensuring the EPL system meets its functional, operational, and strategic objectives. The incumbent will also coordinate with the County's Information Technology team to ensure timely upgrades, security patches, and adherence to performance standards.

### PRIMARY DUTIES AND RESPONSIBILITIES (may include but are not limited to the following)

#### System Administration & Configuration

- Manage user accounts, roles, permissions, and workflows within the EPL system.
- Lead the configuration and maintenance of modules to support departmental business processes.
- Support sandbox testing and participate in beta test groups for new features and updates.
- Assist departments in developing wireframes and process maps to visualize system workflows.
- Independently execute approved changes and configurations to meet evolving operational needs.
- Serve as the subject matter expert for departmental EPL-related requirements, aligning configuration with strategic objectives.

#### User Support & Training

- Serve as the primary point of contact for internal users and external stakeholders (including contractors, developers, etc.) who require technical support and guidance.
- Provide responsive troubleshooting, functional assistance, and issue resolution.
- Develop, maintain, and distribute user manuals, training resources, and best-practice guides.
- Facilitate onboarding and ongoing training sessions for new and existing users.

#### Cross-Department Collaboration & Vendor Liaison

- Coordinate between Code Enforcement, Environmental Health, Public Works, and Tyler Technologies.
- Capture and document system requirements, change requests, and enhancement proposals.
- Participate in vendor meetings, user group sessions, and evaluations of new modules.
- Monitor and report key performance indicators (KPIs) for system performance and project milestones.

### **System Maintenance, Security & Compliance**

- Collaborate with Grand Traverse County IT (GTCIT) to manage system upgrades, patches, and maintenance schedules.
- Ensure compliance with cybersecurity policies, data privacy standards, and system integrity protocols.
- Assist in integration efforts with other County systems, databases, and reporting tools.

### **EDUCATION, FORMAL TRAINING, AND EXPERIENCE** (minimum requirements)

- Associate or bachelor's degree in information technology, Public Administration, Computer Science, or a related field.
- Three (3) or more years of experience in enterprise application administration or user support—experience with permitting or licensing systems preferred.
- Familiarity with Tyler Technologies platforms (EPL, EnerGov, Munis) is strongly desired.
- Proficiency with Windows Server environments, SQL databases, and web-based applications.
- Demonstrated ability to support both technical and non-technical end users.
- Strong communication, organizational, and problem-solving skills.

### **CERTIFICATIONS, LICENSES**

- Requires a valid driver's license and personal vehicle insurance and must maintain eligibility to drive as per the County's Vehicle policy.
- Tyler Technologies EPL System Administrator Certification (if available).
- ITIL Foundation Certification
- CompTIA A+, Network+, or equivalent technical certification.

### **CONDITIONS OF EMPLOYMENT** (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include but is not limited to confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

### **DISTINGUISHING CHARACTERISTICS**

Work involves the development of new guidelines and techniques, establishing criteria or developing new information where guidelines may not exist for all situations and considerable independent judgment, personal discretion, and resourcefulness are needed to interpret circumstances, and to make decisions in major areas where there may be uncertainty in approach, methodology, and interpretation. Errors at this level could lead to extraordinary costs, major litigation, destruction of property, loss of funding, or failure of the agency to accomplish its mission and may require the intervention of the County's senior executives to resolve or may not be resolvable.

### **PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS**

- May be required to climb or balance; reach with hands and arms; sit; stand; stoop, kneel, or crouch; talk and hear; smell; use hands to finger, handle, or feel.
- May occasionally be required to lift/move up to 25 pounds.
- The employee may be required to travel in his or her own vehicle.

### **KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES** (minimum requirements)

- Advanced proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Skill in the operation of modern office equipment such as personal computers, facsimiles, copiers, and telephones
- Skill in the use of personal computer software, including spreadsheet development and word processing.
- Interpersonal skills are necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies.
- Skilled in researching and resolving problems to ensure compliance.
- Ability to comprehend, process, and apply both verbal and written skills appropriate to the job.
- Ability to explain complex policies and processes in layman's terms.
- Ability to accurately organize and maintain paper documents and electronic files.
- Ability to maintain confidentiality of information and professional boundaries.
- Ability to use County resources effectively and efficiently.
- Ability to take initiative and drive organizational excellence.
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job.
- Ability to apply and tactfully enforce complex rules, regulations, policies, and procedures.
- Ability to consistently demonstrate sound ethics and judgment.
- Ability to maintain confidentiality of information and professional boundaries.