

**HAYWOOD ELECTRIC MEMBERSHIP CORPORATION**

**POSITION DESCRIPTION  
ENTERPRISE SOFTWARE SPECIALIST**

DEPARTMENT: Human Resources

CLASSIFICATION: Non-Exempt

**I. OBJECTIVES**

- A. To provide effective provisioning, installation/configuration, operation and maintenance of enterprise software and applications to meet business objectives and needs.
- B. To perform technical research and development to enable continuing innovation of enterprise software and applications by assisting with planning and analyzing projects and establishing project schedules and parameters.
- C. To provide support for the end users of Haywood EMC's enterprise software and applications and act as chief liaison on problems with enterprise software vendors utilized by Haywood EMC.

**II. REPORTING RELATIONSHIPS**

- A. Reports to: Chief Administrative Officer
- B. Supervises: None
- D. Other: Must establish and maintain pleasant working relationships with all fellow employees and management in achieving the objective of the Cooperative.

**III. RESPONSIBILITIES AND AUTHORITIES:**

Within the limits of approved board policies, operating guidelines and procedures, assumes responsibility for the following activities:

- A. Interacts with departmental management concerning alignment of enterprise data capabilities with long-term business goals.
- B. Oversee and evolve enterprise information (data and integration) architecture strategy for Haywood EMC to facilitate data governance.

- C. Oversee the evaluation of implementation and improvement of enterprise applications, data sources and data quality and maintain standards acceptable to the business.
- D. Coordinates with Haywood EMC users in developing, testing and implementing new application programs.
- E. Provides application and report development to enhance business processes.
- F. Provides development and technical support for enterprise software and applications.
- G. Performs system administration and system security functions on enterprise software.
- H. Trains users in the set-up and use of applications to help users become more proficient in the use of various systems and technology.
- I. Communicates and demonstratives progress to project stakeholders and other team members.
- J. Performs routine maintenance and server back-up for enterprise software servers.
- K. Successfully handles multiple concurrent projects and task with little direct supervision.
- L. Independently establishes workload priorities and discusses problems or clarifications of new or existing procedures with supervisor.
- M. Promotes safe work habits and observes all safety rules and regulations.
- N. Attends and participates in workshops, seminars, and other meetings as required.
- O. Operates company vehicles in a safe manner and within the regulations of federal, state, and local laws.
- P. Promotes goodwill toward the members of the Cooperative, other employees, and the general public by exhibiting patience and courtesy toward them.
- Q. Keeps informed of all changes in policies and procedures related to the job.

- R. Other duties as assigned to fulfill the objective of the Cooperative.

IV. RELATIONSHIPS

A. Internal

- 1. Chief Administrative Officer- report to directly and communicates on workload priorities, project updates and discusses problems or issues as they arise.
- 2. Staff members – updates on project statuses and provides technological solutions/recommendations to align enterprise data capabilities with long-term business goals.
- 3. Employees - training, support on enterprise software and applications.
- 4. Board of directors - report on an as-needed basis on enterprise software and applications at the cooperative.

B. External

- 1. Third-party software and computer related systems - exchange information on technology and provide support as needed.

REVIEWED BY: \_\_\_\_\_ DATE:  
Employee Signature

**HAYWOOD ELECTRIC MEMBERSHIP CORPORATION**

**SPECIFICATIONS**

**ENTERPRISE SOFTWARE SPECIALIST**

**EDUCATION:** B.S. degree in computer science or a closely related field of study or two-year associate's degree in related field from a vocational/technical school required. Practical experience and on-the-job training may substitute for all or part of formal education requirements.

**EXPERIENCE:** Minimum of two years computer programming or systems analyst experience. Prefer experience in databases, SQL programming language and NISC iVUE and/or project management experience.

**KNOWLEDGE AND SKILLS:** Must have a thorough working knowledge of data processing concepts, data governance and their application to business.

Must have a thorough working knowledge of computer programming and software design.

Must have a working knowledge of network security.

Must have working knowledge of server maintenance and back-up.

Ability to organize and prioritize work to meet multiple deadlines.

Must have strong analytical, problem-solving and critical thinking skills.

Ability to present and explain information in way that establishes rapport, persuades others and promotes understanding and consensus building.

Must be able to read, write, speak and understand spoken English.

Ability to communicate effectively both orally and in writing.

Maintain a valid NC driver's license, be insurable and be able to operate a motorized vehicle without assistance is desired.

Must live within 30 miles of the Cooperative's Headquarters facility:  
376 Grindstone Rd., Waynesville, NC 28785.

**PHYSICAL REQUIREMENTS:** General Office environment time sitting/driving, pushing, pulling, stooping, reaching, crawling, walking, bending, climbing, lifting up to 30 pounds. Use of hands fingers to handle keyboard and tablet, vision up close and computing devices.

**SPECIAL WORKING CONDITIONS:** Subject to call out at all times in the event of technical problems or major outages.

Occasional overnight travel may be required to attend training, other meetings, and conferences.

**TIME REQUIRED FOR FULL COMPETENCY:** Two Years

**DEVELOPED:** February 2020  
**REVISED:**