

**REGIONAL WATER RESOURCE AGENCY  
JOB DESCRIPTION**

**Job Title:** Digital Information Administrator  
**Department:** Operations  
**Divison:** Operations Administration  
**Reports to:** Director of Operations  
**FLSA Status:** Non-Exempt  
**Pay Level:** 21  
**Revised Date:** August, 2023  
**Physical and Environmental Requirements:** Light  
**Respirator Required:** No  
**Supervisory Responsibilities:** No  
**Work Hours (*typically*):** 7:00am – 3:30pm, M-F  
**On-call Status:** None  
**Overnight Travel:** Occasional  
**Uniforms:** Optional

**JOB SUMMARY:**

The Digital Information Administrator is responsible for coordination, development, implementation, and maintenance of Agency-wide information systems such as Asset Management Systems, Web-Sites, Social Media, SQL Databases and various software-based systems. Additional role requirements include planning, technology development, software troubleshooting with vendor support, and technical training other staff members. This position provides some technical assistance to Agency staff regarding both software and computer hardware deployments within the Agency. This position is also responsible for developing and maintaining customized reports for management utilizing Crystal Reporting Services, Microsoft SQL and Power BI. This position performs entry and quality control of database records requiring independent judgment and action. Employee in this role makes decisions within established precedents and departmental policy. This position reports to the Director of Operations.

**DUTIES AND RESPONSIBILITIES:**

- Manages data entry/user interface of information systems and digital records to ensure data remains consistent/accurate
- Develops, establishes and maintains data entry standards with Director of Operations
- Performs on-going quality control/assurance checks on database entries and records
- Creates and maintains import/export scripts between various software platforms
- Prepares monthly storm water billing
- Troubleshoots and resolves moderately technical database issues by phone and online with software support services
- Creates, customizes, generates and maintains unique data reports utilizing Crystal reporting services, Microsoft SQL reporting services, Power BI and others for various annual, monthly and weekly reports
- Develops queries to extract, manipulate and/or calculate information to fulfill data and reporting requirements on an as-needed basis

- Receives and processes customer work requests, answers telephone and records messages as well as greets walk-in customers, as needed
- Creates, edits and publishes updates to Agency web page and social media
- Provides employee training on database procedure changes, upgrades, and answers usage questions
- Verifies camera truck data imported in to the database, as well as data from external data sources being imported in to the database
- Works together with GIS Coordinator to ensure Asset Management and GIS database relationships, data and interconnectivity are functional and operational
- Works together with RWRA Finance and City IT to ensure Asset Management and Agency financial/ time & attendance database relationships, data and interconnectivity are functional and operational
- Responds to Custodian of Records to aid in the preparation of Open Records Requests, and produces Agency record data stored within the Agency information systems for various administrative purposes
- Compiles/maintains inventory counts within the database and prepares biannual reports
- Records and maintains capital and asset digital records inclusive of insurance and warranty tracking
- Calculates hourly rates for equipment and fleet and maintains database reference values
- Monitors user access and security of the digital information systems, to include controlling access permissions and privileges
- Works closely with City of Owensboro Information Technology (IT) Department and database technical support to install, update and maintain digital information system software server deployment, functionality and accessibility
- Resolves moderately technical to difficult database issues by phone and online with software support services
- Tracks software purchases to ensure annual maintenance fees are accurate
- Assists with Agency Computer Software/Hardware purchases and deployment
- Provides user technical assistance to Agency staff for computer software and hardware technical issues
- Attends software development training sessions as necessary to stay current on database changes and upgrades
- Duties and responsibilities may be changed and/or additionally assigned by Management at any time

**EDUCATION:**

Associate's degree in a computer related field, or related license in Database Management/Administration or equivalent education and experience is required. Programming skills are preferred. Information Technology Support training is preferred.

**EXPERIENCE:**

Two to three years of experience in database design, support and administration with experience utilizing reporting services (Crystal, SQL, Power BI), Information Technology technician experience and/or training, or equivalent combination of education and experience is required. Office experience is preferred.

**MINIMUM QUALIFICATIONS:**

Must be 18 years of age or older. Must pass the drug and alcohol test and background check. Must meet minimum physical requirements for the job as set forth by the organization's physician.

**CERTIFICATES, LICENSES, REGISTRATIONS:**

Must have a valid driver's license, prior to employment. One of the following is highly desired: Certified Data Management Professional (CDMP), Microsoft Certified Database Administrator (MCDBA), Oracle Certified Professional Database Administrator (OCPDBA).

**LANGUAGE SKILLS:**

Ability to write reports, work flows and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers and the general public. Ability to effectively collaborate with internal and external contacts to achieve short and long-term project goals. Ability to train staff members on software and hardware usage and efficiency.

**MATHEMATICAL SKILLS:**

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to compute rate, ratio, and percent.

**REASONING ABILITY:**

Ability to troubleshoot technical problems on complex software and hardware deployments where custom applications create limited standard solutions. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

**OTHER KNOWLEDGE AND/OR SKILLS:**

Ability to proficiently use various computer applications such as Microsoft SQL Database, Microsoft Office, Crystal Reporting Services, SQL Reporting, Asset Management Databases, Social Media and the Internet. Ability to employ basic computer programming logic and scripting. Thorough knowledge of office terminology and administrative office computer equipment. Ability to maintain confidentiality throughout various assigned tasks.

**COMMENTS:**

All employees of the Regional Water Resource Agency (RWRA) must adhere to the applicable provisions of the RWRA Employee Handbook, RWRA Drug & Alcohol Policy, and any other local, state, or federal regulations that apply. RWRA is a drug-free workplace; therefore, all employees are subject to drug and alcohol testing.

**ACKNOWLEDGMENT:**

I acknowledge that I have read the job description and requirements for the Digital Information Administrator position, and I certify that I can perform these functions.

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Employee Signature

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Date

**SUMMARY OF STANDARD WORK REQUIREMENTS  
NEEDED TO PERFORM ESSENTIAL JOB DUTIES**

Job Title:     **Digital Information Administrator**    

Job Class:     Light (11-20 lbs)    

**A. POSITIONAL DEMANDS**

	Never (0%)	Occasional (1-33%)	Frequent (34-66%)	Constant (67-100%)
1. Standing		X		
2. Walking		X		
3. Sitting				X
4. Balancing	X			
5. <b>Climbing:</b>				
a. Stairs		X		
b. Ladders	X			
6. <b>Reaching:</b>				
a. Forward			X	
b. Overhead		X		
7. Stooping	X			
8. Crouching	X			
9. Kneeling	X			
10. Crawling	X			
11. Feeling	X			
12. <b>Grasping:</b>				
a. Simple Hand			X	
b. Firm Hand	X			
13. Fingering			X	
14. Object Handling			X	
15. Operating Controls			X	

**B. PHYSICAL DEMANDS**

1. <b>Lift:</b>				
a. Up to 10 pounds			X	
b. 11 to 20 pounds		X		
c. 21 to 35 pounds	X			
d. 36 to 50 pounds	X			
e. 51 to 75 pounds	X			
f. 76 to 100 pounds	X			
g. Over 100 pounds	X			
2. <b>Carry:</b>				
a. Up to 10 pounds		X		
b. 11 to 20 pounds	X			
c. 21 to 35 pounds	X			
d. 36 to 50 pounds	X			
e. 51 to 75 pounds	X			
f. 76 to 100 pounds	X			
g. Over 100 pounds	X			
3. <b>Push:</b>				
a. Up to 10 pounds		X		
b. 11 to 20 pounds	X			
c. 21 to 35 pounds	X			
d. 36 to 50 pounds	X			
e. 51 to 75 pounds	X			
f. 76 to 100 pounds	X			
g. Over 100 pounds	X			

	Never (0%)	Occasional (1-33%)	Frequent (34-66%)	Constant (67-100%)
<b>4. Pull:</b>				
a. Up to 10 pounds		X		
b. 11 to 20 pounds		X		
c. 21 to 35 pounds	X			
d. 36 to 50 pounds	X			
e. 51 to 75 pounds	X			
f. 76 to 100 pounds	X			
g. Over 100 pounds	X			

**C. SENSORY REQUIREMENTS**

<b>1. Vision:</b>				
a. Far	X			
b. Near				X
2. Depth Perception	X			
3. Color Discrimination		X		
4. Field Vision	X			
5. Accommodation		X		
<b>6. Perception:</b>				
a. Spatial	X			
b. Form	X			
7. Feeling			X	
8. Speaking			X	
9. Hearing			X	

**D. WORK ENVIRONMENT (Exposures)**

1. Inside Environment				X
2. Weather Conditions	X			
3. Temperature				X
4. Cold	X			
5. Heat	X			
6. Wet/Humidity	X			
7. Biological Agents	X			
8. Human Body Fluids	X			
9. Chemicals		X		
10. Hazardous Materials	X			
11. Floor Surface		X		
12. Lighting			X	
13. Vibration	X			
14. Unprotected Heights	X			
15. Confined/Cluttered	X			
16. Moving Equipment	X			
17. Fumes/Airborne Particles	X			
18. Hazards	X			