MAJOR FUNCTION

This is a responsible and professional position performing work by coordinating the evaluation, implementation, and maintenance of specific technological business systems and applications designed for City-wide functional use. Job class incumbents will be assigned to the Enterprise Resource Planning (ERP) Division, and serve in a purely technical role as they work alongside ERP functional support. Work is performed under the general supervision of a higher-level manager; however, individuals assigned to this job class must employ considerable independent judgment as work is widely varied, involving complex and significant variables. Results are reviewed through conferences, written reports and achievement of desired objectives.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties

Coordinates the analysis, technical development, implementation and maintenance of the City's Enterprise Resource Planning (ERP) systems. This position works closely with the ERP functional team, functional users, and TI technical staff. Monitors and analyzes system and application performance; documents problems and explores, evaluates, and recommends solutions for same. Researches, plans, develops, and coordinates the implementation of system/application changes, including upgrades, updates, modifications and customizations and maintains documentation for changes implemented. Researches, previews, and tests application/systems new releases, fixes, updates and expanded functional uses. Makes recommendation regarding changes to application/system to improve effectiveness and efficiency. Stays educated on ERP trends and new ERP technologies. Serves as support for queries and reports. Performs related work as required.

Other Important Duties

May consult with and train functional staff in the use of ERP systems. Assures proper and balanced interface between specific application/system and external primary systems. Establishes and maintains relations with other application/system users within geographic and application sectors. Serves on ad hoc teams or committees as necessary. Performs related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills

Knowledge of the ERP systems, its platform, its networks, and virtualized environments, and how it interacts with the functional areas, such as accounting, human resources, and payroll. Knowledge of the technology that drives the ERP applications, and the ability to stay informed of new, and upcoming ERP developments. Ability to analyze business processes for functions and programs and to accurately evaluate gaps and inefficiencies. Ability to analyze facts and exercise sound judgment in arriving at conclusions. Ability to work independently. Ability to communicate effectively, orally and in writing. Ability to make public presentations and conduct training sessions. Ability to coordinate the efforts to accomplish short-term objectives. Ability to conduct independent research and define results. Ability to establish and maintain relationships necessary for successful job performance. Skill in the operation and use of microcomputers and associated databases, applications, software programs and peripherals necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration, management information systems, computer science, or a field directly related to the technological or functional area in which the vacancy exists and either one year of professional or technical experience that includes evaluating, implementing and maintaining computer systems, networks and virtualized environments; or one year of professional or administrative experience in the functional area in which the vacancy exists, as applicable; or an equivalent combination of training and experience. One year of the

required experience must include analysis, operation and maintenance of a non-proprietary information management system or application

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