

ERP PROGRAM MANAGER

DEFINITION

To plan, organize, direct and supervise ERP (Enterprise Resource Planning) program activities and tasks including application support, functional and operational tasks; and to provide business and technical advice and expertise.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an assigned manager.

Exercises direct supervision over professional, technical, and administrative support personnel.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Recommend and assist in the implementation of goals and objectives related to the maintenance and enhancement of the City's ERP; establish schedules and methods for the execution of the ERP application support goals and objectives.

Plan, prioritize, assign, supervise and review the work of staff involved in assigned activities.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for staffing, equipment, material and supplies; monitor and control expenditures.

Define the City's vision, strategies and roadmap for the ERP application by collaborating with staff, stakeholders, and software vendors.

Define scope of ERP application support and tasks in coordination with functional and technical staff and management.

Manage the design and implementation of strategies through discussions and negotiations with key stakeholders.

Develop and monitor program budget and objectives, ensuring ERP application support activities are completed consistent with overall goals

Lead, establish, and implement selection processes for outside resources and direct internal

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resources consistent with program goals and objectives.

Review and approve various work products by consultants and staff related to assigned activities.

Produce or guide the development of presentations and written documents for various target audiences.

Provide regular and timely updates to the City Manager, City Council, and other appropriate parties.

Research, compile and prepare reports and documentation on program activities; analyze program outcomes and develop corrective action; prepare periodic status reports.

Assume responsibility for program development and oversight; establish performance standards and methods for assigned activities and operations.

Represent ERP on committees, outside organizations, and at staff subcommittees as necessary; coordinate activities with other divisions and outside agencies.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures; conduct performance evaluations.

Answer questions and provide information to the stakeholders; investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of ERP application support and management.

Principles and practices of change management.

Principles and practices of vendor management.

Practices of ERP systems administration and/or ERP workflow and configuration.

Pertinent local, State and Federal laws, regulations and laws.

Principles of supervision, training and performance evaluations.

Principles of budget monitoring.

Principles and practices of safety management.

Modern office procedures, methods and computer equipment.

Ability to:

Organize, implement and direct ERP application maintenance and enhancement operations.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Gather data from appropriate sources; analyze problems; identify alternative solutions; project consequences of proposed actions; and implement recommendations in support of ERP application support goals.

Consider varying opinions and views and work collaboratively in the best interest of the City.

Interpret and apply City policies, procedures, rules and regulations.

Analyze and interpret complex technical reports and documentation.

Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.

Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.

Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.

Understand the client's needs and provide realistic expectations to achieve desired results.

Prepare and make effective training presentations, both formally and informally.

Ensure goals and objectives of program are clearly identified and communicated.

Motivate program team.

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Assist in the development and monitoring of an assigned program budget.

Develop and recommend policies and procedures related to assigned operations.

Supervise, train, and evaluate assigned personnel.

Communicate clearly and concisely, both orally and in writing.

Maintain confidentiality as necessary.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience:

Three years of increasingly responsible experience in managing, maintaining and implementing technology programs, including ERP systems.

AND

Training:

A Bachelor's degree from an accredited college or university. Major course work in computer science, information systems, business administration or a related field is preferred.

License and Certificate

Possession of a valid California driver's license.

01-29-22 ERP Program Manager

07-09-16 ERP Manager