

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 ERP division and serve in a functional role as they work alongside ERP technical 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**

Assists with researching, analyzing, and resolving routing problems for multiple ERP System modules. Assists end users with functional support, data collection and ensures adoption and ease of use. Initiates the creation of step-by-step user guides; review and update training materials ensuring its accuracy. Assists with Functional Unit and User Acceptance system testing; provides training and user support. Independently analyzes business needs, designs system solutions, and develops detailed functional specifications. *Collaborates with developers and stakeholders to ensure system implementation aligns with requirements* Assists Financial and HR staff with day-to-day system related functions. Assists other ERP team members with system administration for the City's ERP systems including running reports to monitor and audit transactions and processes and edits and using tools to make ERP system configuration changes when necessary. Assists in the testing of the City's ERP system enhancements to verify functionality prior to end user testing. Provides reporting support to end users, home teams and department managers. Support home teams as they perform routine quality checks to ensure data accuracy and system health. Lead recurring meetings, as well as become the main point of contact with assigned departments for support. Periodically, assist with presentations with other user groups in the region and at conferences. Lead training courses for other employees. Performs related systems work as required.

Other Important Duties

Serves on teams and committees as needed. Attends training and conferences. Serves as part of the City's Emergency Staffing Response Team. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Substantial knowledge of financial and/or human resources management best practices, trends, and issues. Substantial knowledge of applicable federal and state laws, rules and regulations. Substantial knowledge in writing system documentation, system specifications/requirements/presentations, studies, report, and training materials. Substantial knowledge of system testing best practices and methodologies. Ability to express oneself clearly and concisely, both orally and in writing, make public presentations and conduct training sessions. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to analyze facts and situations critically and objectively and arrive at sound conclusions. Ability to exercise creativity and flexibility in addressing workforce needs, challenges and expectations. Ability to operate independently and proactively. Skill in diplomacy and customer service. Ability to analyze system-oriented business processes and identify and implement efficiencies. Skill in problem identification and resolution. Skill in the use of computers and the associated software programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in computer science, information systems, accounting, finance, business administration or a related field and five years of functional experience supporting enterprise-wide HR or Financials systems; or five years of operational experience either in financial or human resource operations, such as accounting, payroll, recruitment, compensation or computer systems analysis; or an equivalent combination of training and experience.

Necessary Special Requirement

Must possess a valid Class E State driver's license at the time of appointment.

Established: 11-06-17

Revised: 05-09-19

12-08-25