

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 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**

Leads in the research, analysis and resolution of complex problems for multiple ERP System modules and work with Technical staff and Developers. Assists end users with functional support, data collection, and solicits ideas for system improvements and ensures adoption and ease of use. Initiates the creation of step-by-step user guides; reviews and updates training materials ensuring its accuracy. Leads Functional Unit and assists with User Acceptance system testing; provides tool training and user support. 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 systems enhancements to verify functionality prior to end user testing. Provides reporting support to end users, home teams and department managers. Trains and teaches other ERP Analysts. Supports home teams as they perform routine quality checks to ensure data accuracy and system health. Lead recurring meetings and is the main point of contact with assigned departments for support. Solely lead the support for that department/operation, as well as well as provide strategic system consultation. Periodically, lead and provide presentations with other user groups in the region and at conferences. Lead training courses for other employees. Identify all the systems, processes and users that are impacted by the system or business solutions. Performs related work as required.

Other Important Duties

Serves and leads 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**

Extensive knowledge of financial and/or human resources management best practices, trends, and issues. Extensive knowledge of applicable federal and state laws, rules and regulations. Extensive knowledge in writing system documentation, system specifications/requirements /presentations, studies, report, and training materials. Extensive knowledge of system testing best practices and methodologies. Ability to develop long-term strategic plans for functions and programs and to accurately evaluate gains in service. Ability to lead multiple project teams. 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 analyze system-oriented business processes, and identify and implement efficiencies. Ability to operate independently and proactively. Ability to train and motivate employees. Skill in diplomacy and customer service. Extensive 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 seven years of functional experience supporting enterprise-wide HR or Financials systems; or seven 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.

Established: 09-25-14

Revised: 12-08-25