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, the employee is permitted some latitude to set out priorities subject to the supervisor's approval. Results are reviewed through conferences, written reports, and achievement of desired objectives.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties
Assist with researching, analyzing, and resolving routing problems for the assigned ERP system and module. Assists end users with functional support, data collection, and basic analysis. Reviews and updates user guide and training materials, ensuring their accuracy. Assists with system testing, and user support. Assists with user and system requirements gathering. Assists Financial and HR staff with day-to-day system-related functions. Assists with system administration of City's ERP Systems, including running reports to monitor and audit transactions and processes. 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 and home teams. Supports home teams as they perform routine quality checks to ensure data accuracy and system health. Performs related 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
Knowledge of financial and/or human resources management best practices, trends, and issues. Knowledge of applicable federal and state laws, rules, and regulations. Knowledge in writing system documentation, system specifications/requirements/presentations, studies, report, and training materials. Knowledge of system testing best practices and methodologies. Ability to express oneself clearly and concisely, both orally and in writing, . 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. 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 three years and functional experience supporting enterprise-wide HR or Financials systems; or three 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: 02-13-17
Revised: 06-23-17
　　　　　　10-23-19
　　　　　　12-08-25