

MAJOR FUNCTION

This is a responsible professional work leading the coordination 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 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. While this is not a supervisory position, it will be expected to lead projects within the ERP technical team. Results are reviewed through conferences, written reports and achievement of desired objectives.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Leads the analysis, technical development, implementation and maintenance of the City's most complex Enterprise Resource Planning (ERP) systems and serves as administrator for same. Serves as liaison between the ERP functional team, functional users, and Technology and Innovation (TI) technical staff. Manages, 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 complex 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 and offers direction for the technical strategic planning of the division. Serves as a technical lead on projects and issues, as well as project manager when needed. Serves as an expert on 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**

Thorough 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. Thorough knowledge of the technology that drives the ERP applications, and the ability to stay informed of new, and upcoming ERP developments. Ability to develop long-term strategic plans for functions and programs and to accurately evaluate gaps in service. 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 of and lead staff at varying levels as needed 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 five years of professional or technical experience that includes evaluating, implementing and maintaining computer systems, networks and virtualized environments; or five years 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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