

## **ERP (ENTERPRISE RESOURCE PLANNING) PROGRAM MANAGER**

### **JOB DESCRIPTION**

**Classification Responsibilities:** The ERP (Enterprise Resource Planning) Program Manager classification manages the governance, functional, and operational (as opposed to the technical) aspects and processes associated with the ERP system, to include but not limited to vendor management; governance board(s); change management and upgrade processes; communication with and presentations to the Executive Steering Team, City Manager's Office, and Mayor and Council. This work involves leading and facilitating the Citywide integration of ERP processes and procedures; planning and coordinating the change management processes required for the support of the City's ERP systems essential for business operations; and collaborating and communicating with the City's functional departments.

Duties include: ensuring that the ERP systems meet business requirements and goals, fulfilling user requirements, and identifying and resolving systems issues; chairing the ERP Governance Board in support of the Chief Financial Officer (CFO) as the City's sponsor of the board, and working with the City's department directors in support of ERP operations; preparing and presenting activity and progress reports to the ERP Governance Board and the Executive Steering Team; ensuring a viable ERP Change Board is active and functioning appropriately, and utilizing and building on the ERP change management process; implementing business practices that support troubleshooting, streamlined workflow, and efficient use of the ERP systems, and managing the issues list; evaluating service proposals in order to identify appropriate staffing needs, and making appropriate recommendations; assisting with contracts negotiations with ERP software and service providers as needed; managing the service levels with the City's ERP vendors for prompt resolution and ongoing support; leading the evaluation, installation, configuration, and deployment of post-implementation ERP upgrades to existing applications; ensuring that ongoing ERP upgrades and system roadmaps align with enterprise infrastructure lifecycle planning, and that the technology is funded and in place to support the systems; recommending to the City's Governance Board - with the Information Technology Department (ITD) - any additional hardware or software requirements needed for successful ERP upgrades, configuration, or maintenance; serving as liaison with technical staff to assist with design specifications, program logic, and data conversions; coordinating feasibility studies for new ERP products, and advising the ERP Governance Board based on findings; ensuring that ERP integration into City systems meets functional requirements, system compliance, and interface specifications; and collaborating with the ITD ERP Technical team and functional system owners in the testing of ERP software programs and applications. This class performs related duties as required.

**Distinguishing Features:** The ERP Program Manager classification has been designated as a non-classified, non-merit system, at-will position. This class works under the general supervision of the Chief Financial Officer who evaluates work through reports, conferences, meetings, and results achieved, and will work closely with the City's Chief Information Officer (CIO). This class supervises ERP Role and Workflow Analyst I's, ERP Role and Workflow Analyst II's, and ERP Trainers. Employees in this class are required to be available on a 24-hour basis to respond to emergency situations. This class is FLSA exempt-administrative.

## QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to a Bachelor's Degree from an accredited college or university in Computer Science, Information Systems, or Business Administration; and seven to nine years' progressively responsible professional experience in ERP systems administration and/or ERP workflow and configuration, which includes direct experience managing large teams through upgrades, implementations, and the post-implementation administration ERP applications, preferably with the City's ERP systems including CGI Advantage and Kronos Timekeeping; experience overseeing the direction, development, and improvement of business processes with ERP solutions; and experience with relational database administration, including Microsoft Structured Query Language (MSSQL); Oracle, or similar large-scale relational databases; and enterprise-level applications, including Customer Relationship Management (CRM), data warehouses, or equivalent.

**Special Requirements.** None.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** A Bachelor's Degree from an accredited college or university in Computer Science, Information Systems, or Business Administration is preferred, and a Master's Degree is highly desirable.

## ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

**Communication:** Collaborates and communicates effectively with the City's functional departments, management, public officials, vendors, and contractors to manage the governance, functional, and operational aspects and processes associated with the ERP system. Chairs the ERP Governance Board. Effectively prepares and presents activity and progress reports to the ERP Governance Board and the Executive Steering team. Serves as liaison with technical staff to assist with design specifications, program logic, and data conversions. Collaborates with the ITD ERP Technical team and functional system owners in the testing of ERP software programs and applications. Trains and supervises subordinate ERP Role and Workflow Analyst I's, ERP Role and Workflow Analyst II's, and ERP Trainers.

**Manual/Physical:** Reviews the work of subordinate ERP Role and Workflow Analyst I's, ERP Role and Workflow Analyst II's, and ERP Trainers. Reviews the work products of others to ensure compliance with required policies and procedures related to the ERP systems. Operates standard office equipment to perform functions of position. Meets scheduling and attendance requirements.

**Mental:** Leads and facilitates the Citywide integration of ERP systems. Plans and coordinates change management processes. Ensures ERP systems meet business requirements and resolves systems issues.

Oversees the ERP Change Board and utilization, and builds on the change management process. Implements business practices that support troubleshooting, streamlined workflow, and efficient use of the ERP systems, and manages the issues list. Evaluates service proposals and makes appropriate recommendations. Assists with contracts negotiations with ERP software and service providers as needed. Manages the service levels with the City's ERP vendors for prompt resolution and ongoing support. Leads the evaluation, installation, configuration, and deployment of post-implementation ERP upgrades to existing applications. Ensuring that ongoing ERP upgrades and system roadmaps align with enterprise infrastructure lifecycle planning, and that the technology is funded and in place to support the systems. Recommends to the City's Governance Board any additional hardware or software requirements needed for successful ERP upgrades, configuration, or maintenance. Comprehends and makes inferences from written materials. Manages performance of subordinate ERP Role and Workflow Analyst I's, ERP Role and Workflow Analyst II's, and ERP Trainers. Coordinates feasibility studies for new ERP products. Ensures that ERP integration into City systems meets functional requirements, system compliance, and interface specifications.

**Knowledge/Skills/Abilities:**

Knowledge of:

municipal business operations and procedures including Accounting, Accounts Payable, Accounts Receivables, Budgeting and Performance Management, Purchasing, Timekeeping, Employee Benefits, Human Resources, and Payroll;  
enterprise-level applications, including CRM, and data warehouses;  
information system and software quality assurance best practices and methodologies; and  
data privacy practices and laws.

Skill in:

overseeing the direction, development, and improvement of business processes with ERP solutions;  
relational database administration, including MSSQL, Oracle, or similar large-scale relational databases;  
project management; and  
written, oral, and interpersonal communication.

Ability to:

prioritize, direct, and complete work in a stressful environment with significant attention to detail;  
work effectively in a team-oriented, collaborative environment;  
understand the organization's goals and objectives;  
communicate information and ideas in both technical and user-friendly language; and  
research application issues and products.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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JOB FCTN-ADM

PAY PLAN E01-E18

PAY GRADE: E10

IND-8810

SWORN-No