

ERP (ENTERPRISE RESOURCE PLANNING) TRAINER I

JOB DESCRIPTION

Classification Responsibilities: An Enterprise Resource Planning (ERP) Trainer I is responsible for understanding ERP system functionality, functional business processes, and City policies; evaluating and modifying existing ERP training content and materials and participating in the development of new content and materials with the ERP Trainer II or ERP Program Manager; delivering both classroom and online ERP training; maintaining the ERP training repository; supporting the ERP user community and governance structure; and establishing relationships with functional Subject Matter Experts (SMEs) and technical staff. This class performs related duties as required.

Distinguishing Features: The ERP Trainer I works closely with the ERP Trainer II but does not typically or independently design and develop entirely new training courses. The ERP Trainer I receives coaching and mentoring from the ERP Trainer II class, and both classes report to the ERP Program Manager. The ERP Trainer I and Trainer II may be designated as the primary support for one or more of the functional areas, but are responsible for cross-training in each of the areas as the primary assignments may change. As proficiency increases, an employee in this class functions with minimal day-to-day supervision, and work results are reviewed for accuracy, thoroughness, reasonableness, and completion in a timely manner. This class is FLSA non-exempt.

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. Graduation from an accredited college or university with a Bachelor's Degree in Accounting, Finance, Business Administration, Human Resources or closely related field; OR any combination of training, education, and experience equivalent to graduation from an accredited college or university with an Associate's Degree in Accounting, Finance, Business Administration, Human Resources, or closely related field AND good (1- 3 years) administrative support or paraprofessional experience which involves functioning as a super user of a Financial, Human Resources, Payroll, Timekeeping, or Procurement ERP application (which involves being specifically knowledgeable of the ERP system functions and processes, frequently processing and troubleshooting system transactions and reports, assisting others in understanding and using the system, and participating in system testing and validation); OR considerable (3 - 5 years) administrative support or paraprofessional experience which involves functioning as a super user of a Financial, Human Resources, Payroll, Timekeeping, or Procurement ERP application.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. One year of ERP related training, related consulting experience, and/or similar experience communicating technical information. Aptitude for communicating technical information in an informative, entertaining, and educational format; and a demonstrated ability to deliver course content, or system and/or process training. Ability to adapt fluidly to the changing needs of the user community, foster change, overcome resistance, and positively promote organizational objectives.

Firsthand knowledge and experience with ERP systems (financial, purchasing, budget, human resources, payroll, recruiting, and/or timekeeping), CGI Advantage, and Kronos preferred. Proficient in Microsoft Word, Outlook, Excel, and PowerPoint. Visio Experience using Camtasia and Snag-it or similar tools.

ESSENTIAL FUNCTIONS

Communication: Creates written documentation, including training plans, end user manuals, reference guides, surveys, news articles, reports, and e-mail communications. Leads and facilitates discussions and meetings. Delivers presentations and training to diverse audiences. Translates complex topics into useful information that is clear and easy to understand for the intended audience. Communicates with management, coworkers, and the citywide user community to establish and maintain effective working relationships.

Manual/Physical: Enters data into a personal computer (PC) in order to produce training content and spreadsheets; and to collect, calculate, and reconcile information. Scans the content of a PC screen to review and detect minor changes in detailed information. Delivers training in front of a classroom and assists students in completing tasks in class. Lifts and moves training materials weighing up to 25 pounds using a cart or other aide. Meets scheduling and attendance requirements.

Mental: Quickly learns and masters application software and technical concepts in order to deliver training content, presentations, or other resources that clearly communicate the key messages for the intended audience, and to develop partial course content. Analyzes and evaluates problems to determine trends and possible solutions. Comprehends and makes inferences from written materials including discipline-specific procedures, technical documentation, customer requirements, and other resources. Works in a fast-paced environment with multiple deadlines.

Knowledge and Abilities:

Knowledge of:

The general principles and practices of accounting and/or budgeting (*by assignment*);
procedures, methods, and forms associated with automated accounting systems (*by assignment*);
information available in various sections of the City's accounting system (*by assignment*);
the general principles and practices of purchasing methods and practices (*by assignment*);
the techniques and methods of public personnel administration (*by assignment*);
research techniques and methods of report presentation;
computer applications related to assignment;
effective customer relations techniques;
instructional design models and concepts; and
adult learning techniques.

Ability to:

Effectively communicate and adapt training content to learners of varying skill level;
quickly learn new concepts and applications, and translate into training content;
recognize and seek financial and budget guidance to validate training materials and content;
analyze and evaluate financial or budget data to identify trends, problem areas, and mitigating training strategies (*by assignment*);

recognize and seek purchasing guidance to validate training materials and content;
teach and assist other employees;
plan effectively in order to meet established deadlines;
interact with City management, coworkers, and the citywide user community to establish and maintain effective working relationships; and
analyze data through the use of application software packages.

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

INCREMENTS 43-200

PAY GRADE: 48

IND-9410

SWORN-No