

## ERP (ENTERPRISE RESOURCE PLANNING) TRAINER II

### JOB DESCRIPTION

**Classification Responsibilities:** An Enterprise Resource Planning (ERP) Trainer II is responsible for the design, development, delivery, and evaluation of training within a functional discipline to include: establishing productive working relationships with functional subject matter experts (SME) and technical staff to foster quality material development and training delivery as appropriate; custom course content that combines system functionality with business processes and policy; developing courses that include instructor-led video on demand and print learning resources; delivering classroom and online training; partnering with other ERP Trainers to define a comprehensive solution training strategy and assure cross training objectives are met; populating, organizing, maintaining, and updating a centralized content repository; supporting the user community and ERP governance structure including, but not limited to administrative support, meeting coordination, and facilitation; and coaching and mentoring the ERP Trainer I class. This class performs related duties as required.

**Financial Systems Assignment:** This assignment has specific responsibilities related to supporting the Financial System which includes all financial modules (example: general ledger, accounts payable, project/grant/cost accounting, etc.) and performance budgeting.

**Human Resources, Payroll, and Timekeeping Assignment:** This assignment supports the Human Resources system including Personnel, Benefits, Safety Services, Payroll, Employee Self-Service, and Recruiting. Additionally this position has responsibility to support training activities related to timekeeping, which includes supporting large scale training efforts, assisting functional staff with delivering training, and/or developing training materials, etc.

**Procurement Assignment:** This assignment is responsible for supporting the procurement system which includes purchasing, solicitation, evaluation, award, contract procurements, and vendor self-service. Additionally, this assignment specifically works with subject matter experts to assure that training materials and communications are consistent with City policies, and to foster increased efficiencies across the user community.

**Distinguishing Features:** The ERP Trainer II duties include the design and development of the ERP training course content and materials, the delivery of training, and coaching and mentoring the ERP Trainer I class. The ERP Trainer II and Trainer I 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 their primary assignments may change. The ERP Trainer II and Trainer I classes both report to the ERP Program Manager. 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 exempt-professional.

### 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 work experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Accounting, Finance, Business, Human Resources, or other related field (based on actual vacancy). Five years of any combination of experience related to ERP System development, consulting and/or training experience, and/or five years of professional functional finance, budget, payroll, human resources and/or procurement experience including using an ERP system, based on actual vacancy.

**Special Requirements.** None.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** Three or more years 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 develop course content with demonstrated experience delivering system and/or process training. Seasoned professional that can 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 Snagit 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 general public 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 develop and deliver training content, presentations, or other resources that clearly communicate the key messages for the intended audience. 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;  
apply generally accepted accounting/budgeting principles and theory in performing work assignments (*by assignment*);  
analyze and evaluate financial or budget data to identify trends, problem areas, and mitigating training strategies (*by assignment*);  
apply generally accepted purchasing principles and theory in performing work assignments (*by assignment*);  
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; analyze data through the use of application software packages; and  
coach and mentor the ERP Trainer I class.

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 do 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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EEO-Prof

JOB FCTN-ADM

INCREMENTS 43-200

PAY GRADE: 52

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