

ERP (ENTERPRISE RESOURCE PLANNING) PROJECT MANAGER

JOB DESCRIPTION

Classification Responsibilities: An ERP (Enterprise Resource Planning) Project Manager is responsible for performing a variety of journey-level project and program management work in planning, coordinating, and managing multiple ERP functional and technical projects of moderate complexity/risk simultaneously, which have a Citywide or multiple department impact through the project's lifecycle and implementation. Duties include managing projects using project management standards consistent with recognized methodologies including Project Management Institute (PMI), accredited college level project management curriculum, or other widely recognized project, process, and/or change management disciplines including Six Sigma; incorporating other approaches as necessary given organizational culture, situational nuances, project ecosystem, alignment with Department of Innovation and Technology (DoIT) project management standards, and other factors; ensuring accuracy, timeliness, and completeness of all project processes and documentation, management reports, and project status reports according to ERP Program Management Standards; organizing, planning, and directing project activities throughout the project's lifecycle and implementation (example: research/analysis, requirements gathering, risk assessments, technical alternatives, development and implementation planning); acting as primary contact for assigned projects; developing project proposals which may include business justification, return-on-investment, risk assessment, and goals/objectives; facilitating meetings with customers, staff, and vendors in support of project activities; scheduling and tracking resource needs and activities (including City staff, vendors, and outside agencies) to meet project objectives and ensure overall quality of work; ensuring all work is done in alignment with City and ERP Program long-term strategies; monitoring, evaluating, and providing performance appraisal feedback on City staff's quality of work; under the guidance of the ERP Program Manager, managing new program solicitations and other procurement processes, which includes defining the technical and business requirements, and writing, evaluating, and managing the selection of solutions; managing project budgets to ensure projects remain on-time and on-budget; and supporting contract and vendor management including payment processing, City procurement and vendor contract renewal, vendor resource coordination including on-boarding/off-boarding, facilitating program related to issue management coordination, release management and cyclical testing of the ERP software solution in collaboration with DoIT ERP Technical team, Citywide functional system owners, and vendor partners. An ERP Project Manager may also perform professional-level administrative duties involving research, analysis, and reporting on ERP and department, unit, and/or other program related topics as directed by the ERP Program Manager.

Distinguishing Features: The ERP Project Manager class is distinguished from the ERP Program Manager class by the latter managing the governance, functional, and operational (as opposed to the technical) aspects and processes associated with the ERP system. The ERP Program Manager is considered an expert in project and program management, and exercises leadership and supervision over the department. Incumbents must possess excellent communication skills, which are essential when dealing with both internal and external parties, to communicate business and technical knowledge. Work is performed with mentoring and minimal supervision under the general direction of an ERP Program Manager who evaluates work through reports, conferences, meetings, and results achieved. 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 graduation from an accredited college or university with a Bachelor's Degree in Computer Science, Computer Information Systems, Business Administration, or related field. Considerable (3 – 5 years) experience in project management of enterprise application systems or IT service delivery.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Direct project management experience with the City's ERP systems including CGI Advantage, UKG/Kronos Timekeeping, and/or NeoGov. Prior ERP implementation, upgrade, and/or post implementation support experience. Project Management Institute Certification as a Project Management Professional (PMP) or Program Management Professional (PgMP). Demonstrated Agile project management experience or certification is highly desirable.

ESSENTIAL FUNCTIONS

Communication: Understands the customer's environment and business functions to verbally develop and organize customer requirements, explain available alternatives, and share ERP's direction with the customer. Communicates with the public, other City employees, vendors, management, and contractors. Explains information technology, theory, and terminology to team members and the customer. Utilizes various presentation techniques to make presentations and recommendations and is effective at being persuasive in managing customer expectations. Develops statements of work, business area analyses, multiple system integration studies, management reports, City Council recommendations, budget recommendations, customer satisfaction surveys, project documentation, plans, recommendations, spreadsheets, e-mails, presentations, and schedules with clearly organized thoughts, using proper sentence structure, punctuation, and grammar. Maintains good rapport with customers while integrating requirements (sometimes differing requirements) from multiple customer organizations. Improves communication processes. Develops a trusting working relationship with customers, team members, management, etc.; and motivates team members to achieve milestones.

Manual/Physical: Reviews the work products of others to ensure compliance with ERP's Program Management Standards. Prepares and updates schedules, graphs, or project documentation to achieve project results, report project status, and create presentations, etc. Operates a variety of standard office productivity tools such as a personal computer (PC), telephone, calculator, and printer to acquire, process, and disseminate information. Enters data or information into a programmable workstation using a keyboard and video display terminal, or other devices that provide the same functions to manage small-scale projects. Attends meetings and seminars. Meets scheduling and attendance requirements.

Mental: Plans, organizes, coordinates, and/or directs the activities of project teams. Prioritizes and assigns work to personnel and prioritizes own work. Coordinates work activities, project functions, and/or other tasks with other City organizations, vendors, and consultants. Resolves conflicting project

demands. Integrates and improves policies and procedures, short- and long-term objectives, and customer business plans. Understands business needs, requirements analysis, complex business functions, and complex customer relations with multiple departments. Understands and analyzes complex problems, evaluates alternatives, determines resolutions, and recommends action. Finds creative solutions to multiple, complex, interrelated systems, and business area needs. Researches new technology/theories and makes recommendations for their use. Acquires knowledge and keeps well-informed of trends and new technology through seminars, trade journals, and professional organizations. Seeks job knowledge through own initiative. Learns job-related material in a classroom setting and/or through on-the-job training. Assists in preparing technology budgets for customer departments. Provides input for performance appraisals of project team members.

Knowledge and Abilities:

Knowledge of:

complex project management and control techniques;
database management systems and applications;
computer control systems;
leadership planning and administration;
strategic planning and competitive analysis methodology;
general functions of City departments, including departmental needs and requirements;
laws, policies, and regulations governing the purchase of commodities and services for the City;
knowledge of information technology concepts and practices;
word processing/office systems equipment;
measurement practices including budgeting;
industry trends involving information technology; and
principles of change, problem, and asset management.

Ability to:

manage one or more small-to large-scale ERP projects of moderate complexity/risk simultaneously;
manage formal solicitations and other procurement processes;
explain complicated and technical information in simple, non-technical language both verbally and in writing;
compile reports from a wide variety of sources;
make oral and written presentations to senior internal and external audiences;
act as a liaison with internal and external information technology providers across multiple projects and services;
integrate IT and ERP resources and customer needs for project and services so that realistic strategic goals are established, measured, and met;
develop and maintain good interpersonal skills regarding teamwork, cooperation, motivation, and listening;
make and act on decisions impartially and objectively;
exercise initiative and creativity in the improvement, development, and implementation of projects;
confer with user representatives and outside vendors on operations and project technical problems;
coordinate and evaluate the work of assigned project staff in conjunction with the project;

logically analyze and synthesize complex systems to develop satisfactory solutions; negotiate and facilitate conflict resolutions working in conjunction with appropriate staff as needed; and establish and maintain effective working relationships with fellow workers and representatives from other City departments.

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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INCREMENTS 38-200

PAY GRADE: 57

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