

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. An ERP Trainer I supports the development, delivery, and continuous improvement of training programs for the City's Enterprise Resource Planning (ERP) systems within a hybrid, on-premise, and Cloud/SaaS application environment.

Responsibilities include supporting the design, update, and delivery of ERP training content that aligns system functionality, business processes, and City policies; delivers instructor-led and on-demand learning content using the City's Learning Management System (LMS) (iLearn/iSpring or similar platforms); assists in the development of eLearning modules, job aides, simulations, and microlearning content; maintains and organizes the centralized digital learning repository within the LMS; supports ERP system updates by helping revise training materials in response to regular system enhancements and releases; assists in user support, knowledge transfer, and end-user adoption efforts; and builds collaborative relationships with functional subject matter experts (SMEs), technical teams, and vendors. This class performs related duties as required.

Distinguishing Features: The ERP Trainer I works under the guidance of the ERP Trainer II and ERP Program Manager and contributes to course development but does not typically lead to full curriculum design independently. As proficiency increases, work is performed with greater independence and is reviewed for quality, completeness, and alignment with organizational goals. An ERP Trainer I may progress to the ERP Trainer II class by non-competitive promotion upon meeting the specific criteria-based promotion requirements. 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 or Public Administration, Human Resources, Information Systems, 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 or Public Administration, Human Resources, Information Systems, or closely related field AND good (1- 3 years) administrative support or paraprofessional experience as a departmental super user for Financial, Human Resources, Payroll, Timekeeping, or Procurement ERP systems involving ERP system functions and processes, processing and troubleshooting system transactions and reports, supporting end users and participating in system testing and validation; OR considerable (3 - 5 years) administrative support or paraprofessional experience serving as a departmental super user for Financial, Human Resources, Payroll, Timekeeping, or Procurement ERP systems.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Experience supporting or delivering training using a Learning Management System (LMS) such as iLearn, Cornerstone, Workday Learning, or similar; familiarity with eLearning development, microlearning, and digital content creation; exposure to organizational change, user adoption, or training rollout initiatives; experience supporting system updates, enhancements, or upgrades in an ERP environment; familiarity with ERP systems such as CGI Advantage, Kronos/UKG, Workday, Oracle, or similar platforms; and familiarity with collaboration tools such as SharePoint or similar platforms.

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 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*);
Microsoft Office;
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:

demonstrate strong communication and presentation skills across in-person and virtual environments;
effectively communicate and adapt training content to learners of varying skill level;
translate technical system functionality into clear, user-friendly learning content;
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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AD/eb/js

CS4795.DOCX

EEO-Para

JOB FCTN-ADM

Non-DOT Safety and Security-N

CDL-N

RESP-N

PAY GRADE: 51

IND-9410

SWORN-No

Non-DOT Random-N

DOT-N

INCREMENTS 62-200