ERP MANAGER

DEFINITION

Plans, defines, and develops ERP systems strategies and standards and coordinates, manages, and reviews the work of assigned ERP systems production support and project teams.

TYPICAL DUTIES

Manages and plans the activities of ERP systems production support and project teams and coordinates the integration of projects with ERP systems.

Provides expert knowledge and assistance in software implementation services evaluation and selection; and manages contract negotiations with software, hardware, and service vendors.

Defines and develops systems strategies and standards, defines the scope of projects, coordinates project schedules, and monitors performance.

Interfaces with business process stakeholders and owners to identify, define, and document operational needs and objectives, current operational procedures and processes, problems, input and output requirements, and levels of systems access.

Coordinates the design and development of new rules and procedures.

Interfaces with users to interpret and clarify complex configuration details and process change requirements involving ERP and student systems.

Assists in administering allocated budget resources and controls expenditures.

Makes presentations to board members, division heads and other parties to explain and detail on-going and proposed automation activities.

Prepares oral and written status reports on assigned projects.

Manages work efforts between departmental end-users and programming staff in the analysis, design, configuration, testing, maintenance, and quality assurance of ERP systems.

Reviews feasibility studies conducted by staff and evaluates recommendations regarding requirements for new systems, enhancements or interfaces to existing systems and ensures that the systems design fits the needs of the users.

Provides assistance in training, mentoring, and coaching professional and technical staff on complex matters related to assigned area.

Maintains effective and cooperative working relationships with process owners, administrators, District staff, project consultants, and vendors.

Responsible for all aspects of project management including scope, schedule, risks, quality, project status updates and stakeholder update meetings.

Responsible for ensuring integration with other ERP systems and various student information systems.

Establishes internal policies that affect the timely and cost-effective development of ERP systems.

Directs and participates in liaison and coordination of activities with divisions and other departments including but not limited to: personnel, purchasing, finance, benefits, payroll, budget, job cost, facilities, transportation, food services and other business and district operations.

Direct accountability for scope and quality of projects under their specific modules.

Manages the development of related training material for stakeholders.

Reviews and evaluates ERP requirement documentation; manages the development of standards for system documentation.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An ERP Manager plans, defines, and develops ERP systems strategies and standards. They will also coordinate, manage, and review the work of ERP systems production support and project teams engaged in analyzing and defining assigned ERP system functions and business processes and user needs.

A Senior ERP Director, Business Systems directs and oversees all activities of assigned staff and consultants during the implementation of a major new software applications system.

The SAP Basis Administrator provides technical expertise in the design, implementation, and technical support activities required to maintain a SAP environment; provides SAP technical leadership, and acts as a liaison between functional, ABAP, and infrastructure staff.

SUPERVISION

General supervision is received from a Senior ERP Director, Business Systems. General supervision is exercised over assigned production support and project teams.

CLASS QUALIFICATIONS

Knowledge of:

Principles of ERP systems such as SAP, transportation, and food service systems
Principles of ERP development such as ABAP, Java, Web DynPro architecture
Principles and techniques of systems analysis, configuration, and testing
Concepts and techniques of project management including project control, planning, estimating, resource management, and quality assurance
Federal, State, and local laws, ordinances, codes, and regulations related to financial, procurement, budget, audit, human capital management,
Principles of program documentation, report and form design
Principles of ERP systems implementation methodology such as SAP's ASAP methodology

Ability to:

Plan, coordinate, manage, and review the work of assigned ERP systems production support and project teams using project management methodology
Manage and coordinate multiple projects of a complex and technical nature concurrently
Prepare effective written and oral communications, reports, documentation and presentations
Develop and document complex SAP operational and technical processes, functions, and procedures
Analyze complex business problems involving assigned ERP systems
Interpret and apply applicable rules, laws, and procedures to assigned ERP systems
Anticipate conditions, plan ahead, establish priorities, and meet project schedules
Review, evaluate and prepare detailed project management plans and project progress
Review and evaluate project deliverables
Motivate, direct, train, and develop teams
Establish effective working relationships with administrators, staff and project consultants and vendors
Analyze and interpret technical materials accurately and effectively in written communications, reports, and presentations
Stay abreast of current trends and technical advancements in areas of ERP systems such as cloud solutions
Present and lead discussions on ERP functionality as it relates to operational needs
Provide leadership and direction to the team as well as manage executive relationships

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized four-year college or university with a bachelor's degree preferably with a major in business administration, public administration, computer information systems, management information systems, or a related field. Project Management Professional certification preferable.

Experience:

Five years of recent full-time paid professional-level experience in the configuration, design, development, modification, implementation, or management of ERP systems with three years of which must have been in a supervisory capacity. Public sector experience is preferable. SAP experience is preferable.

Special:

A valid California Driver License.
Use of an automobile.

SPECIAL NOTES

1. Exempt from FLSA.
2. An employee in this class may be subject to the reporting requirements of the District's Conflict of Interest Code.
3. Employees in this job class are subject to call at any hour.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and /or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

Revised
07-01-21
PJO