ASHEVILLE, NORTH CAROLINA

Classification Specification

Manager, ERP
Job Code: 2615
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to manage and administer the City's Enterprise Resource Planning (ERP) systems.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Administers City's Enterprise Resource Planning (ERP), including general ledger, purchasing, accounts payable, utility billing, accounts receivable, human resources, payroll and other enterprise systems: designs and implements new business processes utilizing ERP configuration and analyzed business requirements; develops business strategies and supervises critical path activities to troubleshoot or escalate problems; coordinates system function and operations with other City staff; troubleshoots and resolves ERP related hardware, software, user access, or other problems; participates in projects to gather user requirements; designs, configures, tests, and implements ERP systems and applications; monitors system performance and usage to maintain security and reliability; coordinates new software releases, fixes, and upgrades; and recommends new features or changes to configuration and workflows based on user feedback.

Develops, plans, and implements new modules and other systems integrating with ERP system: determines user

needs; evaluates and recommends changes to current and future system requirements; leads development, planning, implementation, integration and maintenance of ERP application tables, reports, modules and related system integrations; determines scope of the project; sets deadlines; assigns responsibilities; monitors project progress; monitors budget compliance; customizes and configures workflow; reviews, analyzes, and modifies programming systems; codes, tests and debugs layouts, applications, and other system components; and develops and maintains technical documentation.

Designs, manages and maintains ERP and other databases: evaluates and optimizes database configuration and access; resolves database performance and capacity issues; performs database recovery and backup; provides advice and technical expertise regarding access to multiple databases and other complex technical and business issues; assists with resolving data conflicts and appropriate usage; programs queries, stored procedures, and functions; adds new tables; and establishes linked servers and other secured integration points.

Researches and analyzes complex systems issues: develops strategies and/or infrastructure level recommendations to improve processes, efficiency, and practices of business systems; simulates and tests process improvements; and communicates changes and provides training to impacted business units.

Performs related duties in support of department operations: identifies, researches, and resolves technical problems; leads strategic design and maintenance of business intelligence applications to enhance business decision-making capabilities; utilizes software to generate metrics; develops actionable recommendations; collects and analyzes data; and provides requested reports.

Maintains an awareness of new applications, technologies, technical methods, trends, and advances in the profession; reviews professional publications, technical manuals, and websites to increase knowledge of project management, technology business solutions, ERP function and software integration; and related issues; and attends conferences, workshops, and training sessions as appropriate.

Communicates with supervisor, other City employees, third party service contractors, vendors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, timesheets, payroll reports, database and system logs, workflows, payroll exemption reports, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review or modify data, utilizing word processing, spreadsheet, database, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Computer Science, Accounting, Business, or a related field required; supplemented by five years of experience in ERP technical support, programming, and application integration; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for

this job.

Specific License or Certification Required: None.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to act as lead person or crew leader, providing guidance to a work unit, coordinating activities, and reviewing work of the unit.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment and machinery, requiring the monitoring, adjustment, regulation, and/or setting of multiple conditions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-20 pounds).

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.