



ERP Operations Manager

Job Description

Department: Auditor
Position: Career Service
Grade: 728
Supervisory: Supervisor
Reports to: Chief Financial Officer

Summary

Under general guidance of the Chief Financial Officer, leads all day-to-day operations and defines the long-term strategic planning for the County's Enterprise Resource Planning (ERP) system. Establishes the ERP operating model, strategic roadmap, and service quality standards. Manages the ERP Operations function and coordinates with vendors and County departments to ensure stable operations, effective enhancements, widespread user adoption, and maximum value realization throughout the ERP system lifecycle.

Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Supervise, plan, coordinate, and direct the work of assigned personnel; schedule workload and delegate assignments; oversee training and conduct staff meetings.
2. Make staffing decisions related to the hiring, retention, and training of assigned personnel; evaluate and conduct performance appraisals.
3. Identify, evaluate, and resolve personnel concerns; administer disciplinary actions in accordance with County policy and procedures.
4. Lead the overall ERP operations and define the long-term strategic plan for the system; establish priorities and maintain the ERP operating model and develop roadmap to maximize system value and stability.
5. Manage and coordinate work across all County departments and partner teams to ensure stable day-to-day operations and successful delivery of planned enhancements.
6. Manage and oversee all vendor relationships, contracts, and service level agreements (SLAs); monitor vendor performance and deliverables to ensure compliance, service quality, and optimal return on investment.
7. Establish and manage the ERP release governance process; ensure appropriate planning, comprehensive testing, and complete user and system documentation prior to implementation.
8. Manage organizational change and user adoption efforts; collaborate with training and communications resources to execute plans and drive process acceptance and user proficiency.

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Job Title: ERP Operations Manager
FLSA: Exempt
Effective Date: 10/20/2025
Public Safety: No

Worker's Compensation: Clerical
Background Level: I
Safety Sensitive: No
DOT: No
ML: Supervisor

9. Establish and maintain routine status reporting, risk assessments, and issue logs; ensure timely decision-making and successful follow-through.
10. Manage the operational budget and resource allocation for all ERP systems and related projects.
11. Establish and promote best practices to ensure process standardization, policy consistency, and ongoing operational efficiency improvements.
12. Serve as the primary communicator of ERP program status, plans, and performance to all stakeholders and executive leadership.

Knowledge, Skills, and Abilities

- Considerable knowledge of current business logic and County business processes
- Considerable knowledge of Microsoft products, including Excel, PowerPoint, Word, Outlook, and Teams
- Knowledge of project management methodologies including Agile, Scrum, Lean, and Project Management Institute (PMI)
- Knowledge of theoretical and practical application of project management
- Knowledge of Organizational Change Management (OCM) frameworks and governing ERP release and change management processes
- Knowledge of organizational Learning and Development practices
- Highly skilled in verbal and written communication
- Highly skilled in presentations, both in person and remotely
- Highly skilled in documentation and organization
- Skilled in communicating technically complex information both verbally and in writing
- Skilled in developing effective and collaborative relationships with third-party software vendors and system users from multiple departments and skill levels
- Skilled in providing consistently exemplary customer service
- Ability to set standards, lead impact and readiness planning, authorize communications, and analyze Key Performance Indicator (KPIs) to ensure successful organizational change and user adoption
- Ability to define the ERP learning strategy and standards, prioritize necessary user curricula, and oversee the design and delivery of training programs provided by others
- Ability to conduct effective meetings in-person and remotely
- Ability to distill relevant and useful elements from vast amounts of information
- Ability to assess, mitigate, and adapt to project risks and changing priorities
- Ability to track project timelines, milestones, and deliverables throughout the project lifecycle
- Ability to foster and encourage a culture of innovation as a role model and mentor by personally seeking out innovative solutions and methods and sharing those with the team
- Ability to work effectively and positively within a team environment while maintaining cooperative relationships with users, key stakeholders, team members, and management

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Supervisory Responsibility

This position has direct supervisory responsibility.

Work Environment

This job operates in a professional office, computer room, or other controlled environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate. The incumbent may be required to drive Utah County owned vehicles while conducting County business and must abide by the Utah County Vehicle Policy.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools, and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and listen. The employee is regularly required to work for sustained periods of time maintaining concentrated attention to detail. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file, and lift or otherwise move supplies or equipment weighing up to twenty (20) pounds. The employee occasionally drives a motor vehicle.

Position Type / Expected Hours of Work

Incumbent must work eighty (80) hours each pay period to maintain full-time status. There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

Travel

Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

Required Education and Experience

1. Bachelor's degree or equivalent in business administration, organizational development, public administration, or a related field.
2. Four (4) years of progressively responsible experience leading enterprise systems or large initiatives, including project delivery and organizational change in a cross-functional environment.
3. Equivalent combinations of education and experience may also be considered.

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Preferred Education and Experience

1. Preference may be given to applicants with experience supervising or leading cross-functional teams in enterprise application operations.
2. Preference may be given to applicants with experience overseeing ERP platform operations such as Oracle Cloud ERP, Systems, Applications, and Products (SAP) or comparable platforms.
3. Preference may be given to applicants with experience directing organizational change and user adoption for system releases, including readiness planning, communications, training oversight, and adoption metrics.
4. Preference may be given to applicants with experience managing vendor relationships, contracts, and Service Level Agreements (SLAs), and leading release and governance processes across multiple concurrent initiatives.

Additional Eligibility Qualifications

1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check.

AAP/EEO Statement

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

Acknowledgement below to be completed after an offer has been extended and accepted.

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____

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