ERP Training and Support Manager

Job Description

Department: Auditor
Position: Career Service
Grade: 728
Supervisory: Supervisor
Reports to: Director of Financial Services

Summary

Under general guidance and supervision of the Director of Financial Services, coordinates communication, planning, and implementation of ERP software and related projects within the established budget, timeline, and scope. Monitors and presents project updates to various stakeholders, including committees, vendors, and team members. Supervises ERP Training and Support activities and employees.

Essential Functions

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

1. Function as the primary contact for ERP implementation, transmission, training, improvement, and maintenance; screen, coordinate, and respond to system inquiries between system users and administrators to ERP vendor; escalate various issues, as needed.
2. Coordinate all elements of the ERP system and projects, actively participating in all phases of the project life cycle; estimate and monitor costs, delivery dates, resources required, and status of deliverables; identify issues with project scope and progress; communicate status of project commitments and team objectives to all stakeholders.
3. Function as liaison between users and ERP vendors; participate in and lead regular meetings; observe and document process workflows; compile and maintain bug reports from users, as needed; communicate feedback from power-users to streamline changes in project plans.
4. Lead change management initiatives related to system updates and enhancements; communicate the benefits of changes, address user concerns, and ensure smooth adoption across the organization.
5. Monitor the performance of system interfaces, ensuring seamless data exchange and addressing issues to maintain operational efficiency.
6. Ensure projects are delivered on time, remain within budget, adhere to high-quality standards, and meet user expectations; establish and implement project management processes and methodologies.

7. Review, evaluate, and promote the adoption of new Oracle ERP functionalities that align with organizational goals, ensuring effective integration and utilization by end users.
8. Manage a team responsible for ERP training and support; provide leadership, set goals, and foster a collaborative environment to enhance team performance and deliver high-quality user support and training services.
9. Gather, analyze, and propose solutions to user problems; produce wireframes and coordinate with team leads, division and department heads, and stakeholders, as needed.
10. Assist with improving project planning and life cycle; contribute to project roadmaps; work proactively with teams to remove barriers to project execution; obtain buy-in from project stakeholders and sponsors for project revisions; coordinate changes, as needed.
11. Perform and coordinate quality reviews of ERP system updates nearing release.
12. Actively promote a culture of innovation and productivity; consistently organize and participate as a leader in staff training and mentoring activities; contribute to department awareness and efficiency by sharing techniques, processes, and insight.

Knowledge, Skills, and Abilities
- Considerable knowledge of current business logic
- 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 aspects of project management
- Knowledge of project and task management software
- Knowledge of workflow and process flowcharting software
- 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 conduct effective meetings in-person and remotely
- Ability to distill relevant and useful elements from vast amounts of information
- Ability to assess and mitigate project risks
- Ability to track project timelines, milestones, and deliverables throughout the project lifecycle
- Ability to adapt under changing priorities
- 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 stake holders, team members, and management

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 hear. 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 forty (40) 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, information systems, computer science, accounting, finance, or a related field.
2. Four (4) years of work experience in project management or business administration.
3. Equivalent combinations of education and experience may also be considered.

Preferred Education and Experience
1. Preference may be given to applicants with experience as a project lead or team lead.
2. Preference may be given to applicants with experience managing several projects at once with competing priorities.

3. Preference may be given to applicants with experience delivering third-party ERP software products.
4. Preference may be given to applicants with Project Management Institute (PMI) or Scrum Master certification.

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 _____