

Classification Title: ERP Systems Manager

FLSA Status: Exempt

BRIEF DESCRIPTION: Provides day-to-day support and management of applications, implementation of new enhancements, advising stakeholders and business partners on best practices as it relates to systems, and partnering with leadership on the implementation of new applications. Ensures successful operation of the County’s Human Resources Enterprise Resource Planning (ERP) functions including eRecruitment, LMS, ESS and MSS. Supervises one staff member.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

S Sedentary	L Light	M Medium	H Heavy	V Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

#	Code	Essential Functions
1	S	Handles issues reported by end users by researching/troubleshooting the issue; attempting to recreate and if necessary escalating to vendor. Monitors and tracks issues escalated to vendor following up as needed. Designs patch testing procedures and executes test plans as patches are received. Determines annual moderate patch set. Negotiates issue disposition as effects business processes. Works with business owners to re-engineer business processes or develops work-around as needed when issue determined to be working as intended. Documents and submits enhancement request to vendor for future functionality consideration.
2	S	Manages annual projects including W-2 distribution, Open Enrollment, Calendar year end roll and Fiscal Year end roll. Provides project management support to the HR department for any applications that will interface and/or integrate with the County’s ERP application including but not limited to LMS, Performance Evaluation and electronic content management (Forms InMotion). Provides department project management for ongoing upgrades to Advantage application including data conversion support and validation. Serves as member of the Key Leader Sponsor’s team for the entire suite of ERP applications providing information and consultation on issues, discussions as well as information on business process decisions needed and communication plans on roll out of new functionality. Works with business owners to draft discretionary request including business case(s) for utilization of hours to meet business needs.
3	S	Provides training and technical support including report research, spec development and/or SQL query support. Provides data analysis to research and reconcile data between Advantage and other applications such as PDMS, FM Space, etc.
4	S	Works with business owners to identify potential configuration changes to enhance existing business processes, implement changes in business processes or explore new functionality available in current release of the Advantage application.

5.	S	Participates and contributes to the HR Manager team to assist with meeting the Department’s strategic goals and plan. Presents to SLT and ELT on system functionality and roll out of new modules, resources or functionality that pertains to the Wake County employee population. Maintains knowledge of policies, procedures and applicable laws. Supervises and coordinates activities of staff. Plans, prepares and oversees work. Observes and evaluates workers' performance. Issues instructions and assigns duties. Trains, instructs and develops staff. Hires, coaches, evaluates, rewards and disciplines staff.
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CLASSIFICATION REQUIREMENTS:

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Education	Bachelor’s degree in Computer Science or related field.
Experience	Four years of experience as a System Analyst or Administrator; or equivalent.
Equivalent Education & Experience Accepted?	Yes
Certification and Other Requirements	None.
Reading	Advanced
Math	Advanced
Writing	Advanced
Managerial	Receives Broad Direction.
Budget Responsibility	Has no budget responsibility.
Supervisory / Organizational Control	Work requires managing and monitoring work performance by directing subordinate supervisors or administrators including making final decisions on hiring and disciplinary actions, evaluating program/work objectives and effectiveness, and realigning work and staffing assignments, as needed.
Interpersonal / Human Relations Skills	Work requires frequent and regular contact with others in a direct reporting relationship as well as others outside of a direct reporting relationship. The purpose of the contact is to address specific issues and/or general policies. Contact may involve support of controversial positions or the negotiation of sensitive issues. Evaluates customer satisfaction, develops cooperative associations and relationships, and utilizes resources to continuously improve external customer relations and satisfaction. Makes presentations and answers questions in regard to presentation materials and findings.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Fax, copier, printer, Laptop, Advantage ERP applications including HR, Admin, infoAdvantage, Finance, ESS, MSS, Kenexa & Meridian, Toad Data Point, Beyond Compare, IpSwitch, Filezilla, Internet Explorer 10, VPN, RoboHelp 10, Snag It, Forms InMotion, OnBase, Adobe, TextPad, MS Office – Word, Excel, PowerPoint, OneNote, Jira, SharePoint, LanDesk, WebEx, Microsoft Live Meeting, Lotus Notes, SameTime, Remedy

PRIMARY WORK LOCATION	
X Office Environment	Shop
Clinic	Vehicle
Recreation Centers/Neighborhood Centers	Warehouse
Outdoors	Other

PROTECTIVE EQUIPMENT REQUIRED:

None.