

ERP PROJECT MANAGER

DEFINITION

To plan, organize, direct and manage ERP (Enterprise Resource Planning) project including governance, functional and operational tasks; to provide business and technical advice and expertise; and to serve as a resource to City staff and departments.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an assigned manager.

May exercise direct supervision over professional, technical, and administrative support personnel.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Recommend and assist in the implementation of goals and objectives related to the implementation of the City's ERP; establish schedules and methods for the implementation of the ERP.

Define scope of ERP project and identify detailed work plan and tasks in coordination with project team and management.

Plan, organize, and direct staffing and outside resources as necessary for implementation of City objectives associated with ERP implementation.

Manage the design and implementation of strategies through discussions and negotiations with key stakeholders.

Develop and monitor project budget and milestones, ensuring ERP project is completed consistent with deadline, budget, scope and overall goal.

Lead, establish, and implement selection processes for outside resources and direct internal resources consistent with project goals and objectives.

Review and approve various work products by consultants and staff related to assigned projects.

Produce or guide the development of presentations and written documents for various target audiences.

Provide regular and timely updates to the City Manager, City Council, and other appropriate parties.

Research, compile and prepare reports and documentation on project activities; analyze project and develop corrective action; prepare periodic status reports.

## ERP Project Manager

-2-

Represent ERP on committees, outside organizations, and at staff subcommittees as necessary; coordinate activities with other divisions and outside agencies.

May participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures; conduct performance evaluations.

Answer questions and provide information to the stakeholders; investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

### MINIMUM

### QUALIFICATIONS

#### Knowledge of:

Advanced principles and practices of ERP project management.

Principles and practices of change management.

Principles and practices of vendor management.

Principles and practices of leadership, motivation, team building, negotiations, and conflict resolution.

Practices of ERP systems administration and/or ERP workflow and configuration.

Pertinent local, State and Federal laws, regulations and laws.

Budgeting procedures and techniques as related to project management.

#### Ability to:

Organize and direct ERP project development and implementation.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Gather data from appropriate sources; analyze problems; identify alternative solutions; project consequences of proposed actions; and implement recommendations in support of ERP project goals.

Consider varying opinions and views and work collaboratively in the best interest of the City.

Interpret and apply City policies, procedures, rules and regulations.

Analyze and interpret complex technical reports and documentation.

Work cooperatively and effectively with others to set goals, resolve problems, and make decisions that enhance organizational effectiveness.

Assess situations to determine the importance, urgency and risks, and make clear decisions which are timely and in the best interests of the organization.

Determine strategies to move the organization forward, set goals, create and implement actions plans, and evaluate the process and results.

Understand the client's needs and provide realistic expectations to achieve desired results.

Prepare and make effective training presentations, both formally and informally.

Ensure goals and objectives of project are clearly identified and communicated.

Motivate project team.

Assist in the development and monitoring of an assigned program budget.

Supervise, train, and evaluate assigned personnel.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

### Experience and Training

A typical way to obtain the required knowledge and abilities would be:

#### Experience:

Five years of increasingly responsible experience in ERP systems implementation and/or workflow and configuration development that included project management.

AND

#### Training:

## ERP Project Manager

-4-

A Bachelor's degree from an accredited college or university. Major course work in computer science, information systems, business administration or a related field is preferred.

### License and Certificate

Possession of a valid California driver's license.

Possession of a Project Management Professional Certificate (PMP) from the Project Management Institute, Inc. (PMI) or Certified Project Professional (CPP) credential from the International Association of Project and Program Management (IAPPM) is desirable.

07/09/16      ERP Manager