

Job Description

Job Title: ERP Support Manager
Position Code: 4E17, DE17
Job Classification: Exempt

Supervisor: Director II – Purchasing
Pay Grade: 39
Contract Length: 245

Job Summary

The ERP Support Manager is responsible for managing the ERP User Support Specialist positions and all functions performed by these staff members including the MUNIS Helpdesk, MUNIS workflow set up and maintenance, MUNIS training for decentralized users and other related responsibilities.

Essential Duties:

1. Position coordinates and manages ERP support for decentralized system users.
2. Manages timely, accurate maintenance of workflow rules.
3. Supervises the MUNIS Helpdesk.
4. Supervises, analyzes and prioritizes the ERP support staff's workload; assigns work to staff; and monitors the completion of assignments; ensures timely and accurate responses to requests for assistance.
5. Manages and coordinates training of decentralized users.
6. Coordinates timely set up and configuration for all new user requests and user access change requests with the ERP System Administrator.
7. In conjunction with functional leads, coordinates testing efforts and facilitates testing of major system upgrades.
8. Coordinates timely, accurate update and maintenance of functional desktop procedures used by central MUNIS departments as well as end user documentation.
9. Oversees logging/tracking of functional and system issues with MUNIS customer support.
10. Coordinates/oversees submission of enhancement requests to MUNIS of behalf of NNPS.
11. Seeks input from and coordinates system improvements with a diverse user community and serves as a liaison with decentralized users.
12. Models nondiscriminatory practices in all activities.

Other Duties

Performs any other related duties as assigned by the Director II - Purchasing or any other appropriate administrator.

Job Specifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities, who are otherwise qualified to perform the essential functions.

Minimum Qualifications (Knowledge, Skills and/or Abilities Required)

Must possess a Bachelor's degree in business, public administration, or a related field and at least five (5) years of progressively responsible experience in a governmental fiscal environment; or any equivalent combination of education and experience that would provide the noted knowledge, skills, and abilities. Must possess experience in the use of the NNPS MUNIS system. Must possess considerable knowledge of the NNPS chart of accounts and the management structure as it pertains to fiscal/budgetary responsibility at the school/department level. Must possess considerable knowledge of, and the ability to practically apply "best practice" control and monitoring techniques in overseeing the assessment/resolution of Helpdesk issues. Demonstrated ability to lead, supervise, train and evaluate the work of others required. Ability to apply broad computer technology in a wide array of functional areas. Must possess excellent communication, analytical, negotiation, and interpersonal skills. Demonstrated ability to successfully handle conflicts and pressures associated with meeting deadlines and managing multiple aspects of the MUNIS support function. Must possess the ability to establish/maintain effective working relationships with the vendor and school division personnel.

Working Conditions & Physical Requirements

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. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. Must have the ability to sit for extended periods of time; exhibit manual dexterity to dial a telephone, to enter data into a computer terminal; to see and read a computer screen and printed material with or without vision aids; hear and understand speech at normal levels and on the telephone; speak in audible tones so that others may understand clearly in person and on the telephone; ability to understand and follow oral and written instructions; physical agility to lift up to 25 pounds.

Work Environment

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office environment.

Supervision Exercised: Assigned ERP Support Staff

Supervision Received: Director II - Purchasing

This job description in no way states or implies that these are the only duties to be performed by this employee. The ERP Support Manager will be required to follow any other instructions and to perform any other related duties as assigned by the Director II - Purchasing or appropriate administrator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.

Approvals:

Supervisor

Date

I acknowledge that I have received and read this job description.

Employee Name (Print)

Signature

Date