

**Enterprise Resource Planning Administrator**

**GENERAL SUMMARY**

Primary functions of the job are to independently perform complex and varied para-professional support functions related to managing Grand Traverse County's Enterprise Resource Planning (ERP) system. This is done either for a county-wide department (Finance Department, Health Department, Treasurer's Office, Human Resources) or a large independent department (such as Circuit Court or District Court).

Work involves auditing functions and/or review of internal control procedures. Employees in this job have no formal supervisory role; however, they may train, guide, or lead employees in the designated work unit. Employees work as part of a team and are responsible for ensuring that the team meets its objectives.

**PRIMARY DUTIES AND RESPONSIBILITIES** (may include but are not limited to the following)

- Perform daily administrative responsibilities, including user setup, security maintenance, business process configuration
- Monitor and resolve all end-user incident tickets
- Work with the information technology team to make sure the integration with all systems is functioning
- Create documentation related to enhancements, business processes, and workflow changes
- Create and support a variety of reports and queries
- Provide training to end-users
- Identify and recommend opportunities for process and operational improvements
- Help guide business process improvements and efficiencies by using technology within the ERP platform
- Assist with gathering requirements, identifying required tasks, timelines, dependencies, planning items, and resource requirements
- Partner, collaborate, participate, and test in the upgrade of software
- Participate in projects to gather user requirements, design, configure, test, and implement ERP systems and applications
- Coordinate new software releases, fixes, and upgrades with technical teams and users
- Recommend new features or changes to configuration/workflow based on user feedback
- Gain exposure to some of the complex tasks with the job function
- Model leading practice components of customer service to support end users

**EDUCATION, FORMAL TRAINING, AND EXPERIENCE** (minimum requirements)

- Two to four years of directly related accounting experience
- Two to four years of directly related human capital management experience
- Employees must meet the minimum requirements, conditions of employment, and be able to successfully perform all essential duties and responsibilities with or without reasonable accommodations years.

**CERTIFICATIONS, LICENSES** (minimum requirements)

- Requires a valid driver's license and personal vehicle insurance and must maintain eligibility to drive as per the County's Vehicle policy.

**CONDITIONS OF EMPLOYMENT** (minimum requirements - legal or contractual pre-employment obligations and/or requirements, such as drug testing, background check, etc.)

A background check may be required initially and periodically for an individual hired, transferred, reclassified, promoted, or currently working in this job. Appointment to or continued employment in this job is contingent upon a satisfactory background check which may include, but is not limited to: confirmation of a persons' identity; review of criminal conviction records; verification of educational degree, license, or certificate required for the position; review of Department of Motor Vehicles records; Department of Justice fingerprint scan; and/or drug and alcohol testing as required and allowable by law. A satisfactory background check is defined as the absence of a criminal history record which bears a demonstrable relationship to the applicant's or employee's suitability to perform the required duties and responsibilities of the position.

**DISTINGUISHING CHARACTERISTICS**

Work involves the development of new guidelines and techniques, establishing criteria or developing new information where guidelines may not exist for all situations and considerable independent judgment, personal discretion, and resourcefulness are needed to interpret circumstances, and to make decisions in major areas where there may be uncertainty in approach, methodology, and interpretation. Errors at this level could lead to extraordinary costs, major litigation, destruction of property, loss of funding, or failure of the agency to accomplish its mission and may require the intervention of the County's senior executives to resolve or may not be resolvable.

**PHYSICAL DEMANDS, WORK ENVIRONMENT, AND OTHER REQUIREMENTS**

- May be required to climb or balance; reach with hands and arms; sit; stand; stoop, kneel, or crouch; talk and hear; smell; use hands to finger, handle, or feel.
- May occasionally be required to lift/move up to 25 pounds.
- The employee may be required to travel in his or her own vehicle

**KNOWLEDGE, SKILLS, ABILITIES, COMPETENCIES** (minimum requirements)

- Advanced proficiency in English grammar, spelling, punctuation, and simple mathematical functions such as addition, subtraction, multiplication, division, percentages, ratios, etc.
- Skill in operation of modern office equipment such as personal computers, facsimile, copiers, and telephones
- Skill in the use of personal computer software, including spreadsheet development and word processing

## Grand Traverse County, MI Job Description

- Interpersonal skills necessary to develop and maintain effective and appropriate working relationships with customers, co-workers, and representatives of other agencies
- Skilled in researching and resolving problems to ensure compliance
- Ability to comprehend, process, and apply both verbal and written skills appropriate to the job • Ability to explain complex policies and processes in layman's terms
- Ability to accurately organize and maintain paper documents and electronic files
- Ability to maintain the confidentiality of information and professional boundaries
- Ability to use County resources effectively and efficiently
- Ability to take initiative and drive organizational excellence.
- Ability to comprehend, process and apply both verbal and written skills appropriate to the job
- Ability to apply and tactfully enforce complex rules, regulations, policies, and procedures
- Ability to consistently demonstrate sound ethics and judgment
- Ability to maintain the confidentiality of information and professional boundaries