

## SENIOR ERP DIRECTOR, BUSINESS SYSTEMS

### DEFINITION

Manages the efforts of District staff and outside contractors and consultants in the planning, implementation, progress review, and problem solving for District-wide, large software application systems.

### TYPICAL DUTIES

- Oversees the development of training for customers and end users on the new systems and reengineered business processes.
- Develops, analyzes, directs, and manages District-wide technology programs, including work pertaining to the planning, implementation, and coordination of project activities with other units within the District such as Human Resources, Financial, and Business Divisions.
- Provides expert knowledge and assistance in software implementation services evaluation and selection; and manages contract negotiations with software, hardware, and service vendors.
- Prepares project budgets and develops appropriate fiscal controls.
- Reviews and evaluates resource loaded project plans; monitors project progress via teams' status reports; and determines appropriate actions to ensure delivery of new software releases and other deliverables on schedule.
- Organizes project start-up activities including initiating project infrastructure, coordinating project team logistics and facilities, and coordinating required start-up hardware procurement and installation.
- Reviews and evaluates project deliverables and contractor performance, including advising the District on recommendations made by the contractor concerning system architecture and implementation strategies and plans.
- Prepares regular project-wide status reports and communicates with project sponsors and stakeholders via regular meetings and other methods.
- Coordinates multiple project teams tasked with identifying, defining, and reviewing software functional requirements and reports; business process reengineering such as mapping out and creating procedures guides and facilitating policy development; cleaning legacy data; and converting and interfacing data among the new legacy and permanent peripheral applications.
- Oversees rollout activities including workstation readiness and internet connectivity; organizational change management and communication such as facilitating user project participation, adoption of new business processes, and providing timely communication with users and stakeholders; and providing production support.
- Selects, assigns, trains, and supervises staff and evaluates staff effectiveness.
- Performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Senior ERP Director, Business Systems directs and oversees all activities of assigned staff and consultants during the implementation of a major new software applications system.

The Chief Information Officer is responsible for the development of strategic, innovative information services and plans the day-to-day operations of the information services function.

An SAP/ERP Manager plans, defines, and develops SAP systems strategies and standards. They will also coordinate, manage, and review the work of assigned SAP production support and project teams engaged in analyzing and defining assigned SAP system functions and business processes and user needs.

## SUPERVISION

General direction is received from a high level Information Technology Division administrator for major new software applications systems, and provides general direction to SAP/ERP Managers or MiSiS Managers and other lower-level management and technical personnel.

## CLASS QUALIFICATIONS

### Knowledge of:

- ERP Implementation Strategies
- Risk management on large technology projects
- Budgetary planning, management, and cost controls
- Personnel practices and policies
- Principles of training, employee evaluation, and employee relations
- Project management methodology
- Project scheduling
- Application development
- Project change controls
- Request for Proposal (RFP) processes
- Cost benefit analysis, requirements gathering, structured coding, software test development/testing, software documentation, release/configuration control, and supporting software and hardware products

### Ability to:

- Plan, coordinate, and provide leadership in complex activities involving many participants
- Review and evaluate detailed project management plans to ensure tasks are completed on time, within budget, and meet or exceed specifications
- Analyze, interpret, and explain project budgets
- Prepare clear, concise reports and make recommendations
- Conduct meetings and make effective oral presentations
- Resolve conflicts and promote cooperation
- Develop and implement change management plans
- Coordinate training activities for the project team
- Review and evaluate project deliverables
- Manage and evaluate contractor performance
- Implement quality assurance efforts for software
- Analyze and interpret technical materials accurately and effectively in written and oral communications
- Stay abreast of current trends and technical advancements
- Be proficient with Microsoft Project, Word, and Excel; and familiar with Outlook, Access, and PowerPoint; or similar office productivity tools

## ENTRANCE QUALIFICATIONS

### Education:

Graduation from a recognized college or university with a bachelor's degree, preferably with a major in business, public administration, computer technology, or a related field. A Master's degree in Management Information Systems or related field, or a certificate from the Project Management Institute (PMI) or equivalent is preferable.

### Experience:

Six years of experience in professional project management for an enterprise application system involving the delivery of new software application systems such as enterprise student, financial, procurement, and/or human capital management systems. At least three years of the above must include experience managing modules, either from a functional or technical standpoint in an enterprise-wide system implementation for a major organization of at least 5,000 employees.

### Special:

A valid California Driver License.  
Use of an automobile.

## SPECIAL NOTES

1. An employee in this class is subject to call at any hour.
2. Exempt from FLSA.
3. An employee in this class may be subject to the reporting requirements of the District's Conflict of Interest Code.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

Revised  
06-20-16  
PJO