

ERP READINESS FACILITATOR

DEFINITION

Works with site personnel to assess technical or data readiness for District-wide ERP (Enterprise Resource Planning) systems at schools and offices and facilitates the transition to the new systems.

TYPICAL DUTIES

Performs the following duties in relation to ERP data or technical readiness at school and office sites:

- Develops site readiness survey materials to be administered by site technical lead persons.
- Plans, coordinates, and conducts surveys at District sites to assess workstation and data readiness and monitors the readiness progress of sites.
- Develops and recommends solutions to resolve issues pertaining to hardware incompatibility and data inconsistencies between the legacy systems and the new ERP systems and monitors problem resolution progress.
- Evaluates school site computer configurations for compatibility with ERP requirements.
- Schedules and conducts workstation readiness training for District sites.
- Schedules and conducts ERP data validation training for site representatives.
- Prepares status reports on data and technical readiness for ITD management.
- Acts as a resource in ERP technology-related matters.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An ERP Readiness Facilitator provides direction and participates in data and technical readiness procedures and training to prepare school and office sites for implementation of a new ERP system.

A Technical Project Manager directs some of the activities involved in planning, development, and implementation of a major software applications system or directs all activities for a small software applications project.

An IT Trainer I assists with the development of courseware, delivers programs as the co-instructor for complex applications and may be lead instructor for foundation applications, and answers basic technical support calls on District applications.

SUPERVISION

General supervision is received from a Technical Project Manager or other higher-level personnel within the Information Technology Division. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

- Microsoft suite of applications (Excel, Word, PowerPoint, Visio, Outlook, Access)
- Basic workstation configurations (PC and Mac) and related hardware
- Installation and use of common desktop computer software packages

SQL query tools and ad-hoc reports
Basic training techniques
School computer configurations
Methods and tools used for administering readiness surveys
Statistical analysis and various methods of presentation
Effective use of manuals and training aids

Ability to:

Present technical concepts and procedures clearly and concisely both orally and in writing
Establish rapport quickly and effectively with groups and individuals, both District staff and service providers
Investigate and analyze complex problems
Plan, organize, and prioritize work to meet deadlines
Prepare clear, concise reports and correspondence
Conduct effective training sessions and develop related technical materials
Evaluate data configuration and conversion problems related to legacy and ERP systems
Identify readiness issues that require a higher-level analysis for solutions

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency, and a minimum of three college-level courses in computer science, database development, or employee training and development. One additional year of qualifying experience may be substituted for the three required college courses.

Experience:

Two years of experience running ad hoc queries against relational databases and installing, troubleshooting, or repairing workstations in a local area network environment.

A bachelor's degree may be substituted for one year of the required experience.

Special:

A valid California Driver License.
Use of an automobile.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skills, and/or abilities. Management retains the discretion to add or to change typical duties of a position at any time.

New Class
07-28-04
MA

Reviewed
05-08-14
HL