

Enterprise Resource Planning (ERP) Administrator

Position Level: Non-Exempt

Reports to: Director of Technology

Position Summary

Under general supervision from the Director of Technology, the ERP Administrator performs complex professional work in Tyler Munis configuration, systems analysis, and system administration. Reviews and analyzes all functional areas of Tyler Munis and provides Enterprise Resource Planning (ERP) software and systems support.

Essential Job Functions (include but are not limited to)

- Installs, upgrades, and performs problem analysis for ERP programs. Clearly defines problems and recommends solutions.
- Oversees the planning, coordination, installation, and validation of the organization's ERP Systems release packages including Tyler Cashiering, Tyler Content Manager, and Tyler Hub.
- Provides end-to-end technical support and problem resolution for the Tyler Munis system. Creates accounts for all users and assigns security levels. Launches support tickets with software vendors and follows up on open tickets until the issue has been resolved.
- Assists end users with troubleshooting software issues. Identifies and provides new processes and/or changes to existing processes to meet needs and objectives efficiently.
- Collaborates with all departments to identify training needs, assists with capturing and creating documentation for training, and conducts training sessions.
- Creates application management procedures. Researches, examines, evaluates, and writes reports and recommendations on application issues. Prepares system documentation to instruct end users in the use of application systems.
- Works closely with peers, users, technical support personnel, and technical personnel in other organizations. Attends conferences, classes, and other technically oriented meetings, and works with technical manuals to solve problems and remain current with new skills.
- Performs problem-solving activities on both software and hardware systems. Assists others in defining issues and implementing corrective action to restore desired operating levels.
- Demonstrates professionalism when representing the organization in all communications with internal and external customers and vendors.
- Follows all organizational policies and procedures.
- Performs other duties as assigned.
- Completes and demonstrates a full understanding of ongoing training concepts and applications.
- In addition to the essential functions and responsibilities listed above, all positions are also responsible for:
 - Emulating the organization's values in daily interactions with internal and external customers.
 - Meeting organization standards on quantity and quality of work performed on an ongoing basis and performing all work-related tasks in a manner that complies with all policies and procedures.
 - Adhering to the organizations' policies, procedures, and directives regarding standards of workplace behavior in completing job duties and assignments while maintaining regular and timely attendance.

Education/Skills/Experience

- Bachelor's degree in computer science or a related field or four (4) years of experience in ERP systems support and administration. The equivalent combination of education and experience are welcome.

- Experience with Tyler Munis a plus, but not required.
- Excellent attention to detail, organizational skills, and adherence to deadlines.
- Excellent interpersonal and customer contact skills.
- Excellent written/verbal communication skills.
- Excellent problem-solving and strong decision-making skills.
- Ability to effectively communicate with others.
- Demonstrates computer skills and aptitude. Highly knowledgeable in Microsoft Office including Word, Excel, PowerPoint, Outlook, and Teams.
- Effectively sets priorities and deadlines.
- Ability to track and report on opportunities for improvement and success.
- Listens effectively when others are speaking.
- Credible, responsive team player.
- Ability to perform and retain various skill related tasks, training, and operations.
- Able to prepare a variety of reports.
- Ability to work with minimal supervision and work in a team environment.
- Ability to work with a diverse audience and stakeholders.

Safety Requirements

- Reports any unsafe task or operation immediately to management prior to continuing task.
- Immediately reports incidents involving injury, illness, safety hazard or property damage
- Complies with all company and customer OSHA, safety policies, procedures, rules, and best practice.
- Participates in safety meetings and training.
- Constantly aware of personal safety and that of coworkers, guests, and vendors.
- Ability to use and operate common equipment to complete work duties safely and effectively.

Work Schedule

This position is based on a standard workweek, Monday - Friday. Occasionally this position requires meetings, conferences, and work sessions outside of normal business hours. These instances may include client meetings, public board meetings, or team collaborations that fall outside the typical schedule. Flexibility in these situations is necessary as it contributes to our commitment to our customer's satisfaction and project success. Regular, predictable attendance is required.

Working Environment

- Primarily indoors, controlled temperature environment
- This position will be working with office equipment such as computers, printers, scanners, telephones, etc.
- Ability to work at a consistent pace
- Ability to work in a team environment and communicate in a professional manner
- Required to go to customer site where the environmental conditions will vary
- Sustains housekeeping standards in accordance with appearance guidelines

Physical Requirements

While performing the duties of this job, the employee is regularly required to:

- Possess the ability to push, pull, lift, and carry up to 25lbs
- Stand or sit for extended periods of time
- Reach, stoop, and kneel to work with computer equipment
- Communicate both in person, electronically, and by telephone as needed

Training to be completed

- Comprehensive understanding of the vision, goals, and objectives of the organization.
- All relevant Business System software
- Successfully complete continuing education required to maintain knowledge of systems and programs
- All applicable compliance training

Certificates/Licenses

- Must be able to pass all applicable background checks
- Valid driver's license and safe driving record