

JOB DESCRIPTION
San Diego County Office of Education

Senior Director, Enterprise Resource Planning (ERP)

Purpose Statement

The job of Senior Director, Enterprise Resource Planning (ERP) is done for the purpose/s of improving operational effectiveness by integrating and streamlining business processes; manages the maintenance and operations of ERP, providing functional and technical expertise in all phases of project management including project scoping, requirements definition, configuration, systems integration, data migration, testing, project tracking, risk mitigation, conflict resolution, in managing the overall team and the life-cycle for the implementation and institutionalization of a complex, large-scale, integrated business system for financial, payroll, procurement, and human resources management functions.

Essential Functions:

- Directs the maintenance and evolution of the ERP by planning and initiating change.
- Evaluates work to determine operational efficiency.
- Oversees the timely and accurate production and processing of payroll and related outputs.
- Evaluates effectiveness of administrative systems, processes, and makes appropriate configuration changes, enhancements, and recommendations.
- Plans, organizes, and manages the cross-divisional efforts in development and implementation of the ERP.
- Works collaboratively with division leaders to ensure functional support to end users.
- Participates in the development, implementation, and application of operational procedures.
- Acts as a liaison with Technology Services to maintain and enhance the ERP.
- Develops, implements, and communicates thorough, detailed project plans to ensure that tasks are completed on time, within budget and meet or exceed specifications.
- Develops, plans, and coordinates the project assignments, project work performed, resource time, deliverables, milestones, scope, assumptions, delivery dates in coordination with overall timelines.
- Prepares budgets, regular status reports, and communicates to stakeholders.
- Provides expert knowledge in software implementation services evaluation and selection.
- Manages and monitor activities of software and service vendors.
- Manages project staff, including consultants on a day-to-day basis.
- Coordinates multiple teams tasked with the complex functions associated with institutionalizing a major system.
- Reviews and evaluates project deliverables and contractor performance.
- Oversees the development of training for customers and end users of the new systems and business processes.
- Advises Information Technology management on recommendations made by contractors and consultants concerning system architecture and implementation of strategies and plans.
- Provides expert knowledge and assistance in software implementation services evaluation and election.

- Interfaces with functional unit process owners and users to identify, define and document operational needs and objectives, current operational procedures and processes, problems, input and output requirements and levels of systems access.
- Coordinates the development and design of new rules and procedures.
- Prepares oral and written status reports on assigned projects.
- Establishes and maintains effective and cooperative working relationships with process owners, administrators, districts' staff, project consultants and vendors.
- Directs and participates in liaison and coordination of activities with County Office divisions, County school districts, and charter schools.
- Manages the development of standards for system documentation.
- Oversees and directs the work of the ERP.

Other Functions:

- Performs other duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions.

Specific skill-based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment including utilizing pertinent software applications;

Planning and managing projects and programs;

Overseeing program financial activities;

Developing effective working relationships;

Preparing and maintaining accurate records;

Administering personnel policies and procedures.

KNOWLEDGE is required for project coordination for ERP projects such as planning, scoping, process/requirements definition, design, development, testing, project tracking, project reporting, risk assessment tracking, conflict resolution tracking, documentation;

Processes and procedures in documenting and writing all phases of project work;

Budget planning, management and cost controls;

Principles of organization, management and supervision;

Cost benefit analysis, requirements gathering;

Principles and practices related to the management of multi-vendor and multi-platform computer systems servicing multi-agency user groups.

ABILITY is required 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;

Senior Director, Enterprise Resource Planning (ERP)

Analyze, interpret and explain complex information;
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;
Oversee development of training activities;
Review and evaluate project deliverables;
Manage and evaluate contractor performance;
Work with a diversity of individuals and/or groups;
Work with data of varied types and/or purposes;
Utilize a variety of job-related equipment;
Problem solve to analyze issues and create action plans;
Communicate effectively orally and in writing;
Work effectively independently and as part of a team;
Resolve disputes and diffuse tension;
Establish and maintain effective working relationships;
Meet deadlines and schedules;
Work with multiple projects, frequent interruptions, and changing work priorities;
Working with detailed information/data and maintaining accurate records.

Responsibility

Responsibilities include: working independently under broad organizational guidelines to achieve unit objectives; managing multiple departments; supervising the use of funds. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to impact the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: some lifting, carrying, pushing, and/or pulling, and significant fine finger dexterity.

Generally, the job requires 60% sitting, 25% walking, and 15% standing. This job is performed in a generally clean and healthy environment.

Education: A bachelor's degree in business administration, public administration, or computer information systems, management information systems or a related field. Project Management Information certification is highly desirable.

Experience: Five (5) or more years of significant, directly related and progressively responsible experience in managing complex, computerized business systems projects that includes experience management-level responsibility for an organization-wide implementation and change management of an enterprise resource planning (ERP) system. Experience managing technology projects in a public-sector, multi-agency user environment is desirable.

Senior Director, Enterprise Resource Planning (ERP)

Equivalency: A combination of education and experience equivalent to a bachelor's degree in business administration, public administration, or computer information systems, management information systems or a related field. Project Management Information certification is highly desirable.

Established	Revised	Approved by Personnel Commission	FLSA Status	Salary Grade
10/2016	09/19	October 13, 2016	Exempt	Classified Management Grade 53