**SENIOR MANAGER, ENTERPRISE RESOURCES PLANNING
IMPLEMENTATION AND DELIVERY MANAGEMENT**

Purpose Statement:

The job of the Senior Manager, Enterprise Resource Planning (ERP) Implementation and Delivery Management is responsible for the successful delivery of ERP (e.g., PeopleSoft, PBCS, 3rd Party Software) implementation services, managing overall application programs, changes, and ERP projects, hands-on-administration for a full range of activities required to support large-scale enterprise application projects around the software development life cycle stages related to software development and delivery; directly oversees, plans, and organizes projects.

Diversity Statement:

Because each person is born with inherent worth and dignity, and because equitable access and opportunity are essential to a just, educated society, SDCOE employee commitments include being respectful of differences and diverse perspectives, and being accountable for one's actions and the resulting impact.

Representative Duties:

This position description is intended to describe the general nature and level of work being performed by the employee assigned to the position. This description is not an exhaustive list of all duties, responsibilities, knowledge, skills, abilities, and working conditions associated with the position. Incumbents may be required to perform any combination of these duties.

Essential Functions:

- Manages ERP implementations according to program plans that define detailed software (SDLC) plans such as: scope, requirements, design, prototype concept, configuration, development, infrastructure plan, test plan, communication plan, SDLC deliverables, SCLC milestone, deployment, roll back plan, and post support.
- Manages the project plan detail and management approach to achieve overall program and project business results.
- Oversees the development aspects of a program including ERP scope, and cross functional communication.
- Assesses and identifies risks that might jeopardize successful achievement of a program, develops risk mitigation strategies, tactics, and implements risk mitigation plans.
- Develops and improves templates, standards, and best practices for the ERP. Implementations, and maintains comprehensive documentation on programs implemented.
- Manages internal resources, districts, external resources/vendors, and other key program resources, for the effective execution of complex projects and programs.
- Participates in the RFP, creation of the document, supplier selection, and contract negotiation where applicable on projects.
- Presents project progress, risks, and ongoing challenges; publishing reliable and timely reporting indicating the status of projects (before/after completion).

- Collaborates with EPMO assigned staff on project ~~as it~~ related to the software development life cycle to identify plans, assignments, tasks, deliverables, milestones, risks, and issues.
- Collaborates with Services and Support Training assigned staff on project as it related to the training program plan, documentation, content, and delivery.
- Ensures completeness of project and program against expectation, performance indicators, or business results.
- Manages and leads business process changes with customers to support rollout of new technology and organizational change recommendation of the delivery management.
- Works with executive sponsors, and customers to acquire a detailed understanding of the required business or program results expected.
- Works with customers to acquire training results expected.
- Manages solutioning and projects for ERP applications, implementation, upgrades, and overall maintenance PeopleSoft Applications and System Development, including the design, project development, testing, and delivery of various PeopleSoft application modules, configuration, reports, queries, interfaces, conversions, and implementation of custom solutions.
- Provides decision-ready project information to accountable project sponsor(s), of proposed outcomes, business cases, prototyping design, timelines, and thorough planning and analysis.
- Provides process, leadership, and project management to develop policies, procedures and standards based on IT/ERP best practices and ensures conformance with departmental and enterprise objectives.
- Proposes, leads, and implements scalable, sustainable, and cost-effective solutions and projects meeting internal and external customers' objectives.
- Analyzes problems/needs, research possible solutions and implementations using existing functionality; implements, tests, and presents solutions and recommends customizations if necessary.
- Documents detailed functional and design specifications and adheres to ERP methodology and standards.
- Manages the business/system requirements, design, configuration, security, and delivery of various PeopleSoft application development components, including reports, interfaces, conversions, and implementation of custom solutions.
- Manages and participates in workshops sessions gathering information for functional and system requirements or business process changes.
- Identifies and documents business processes using process models (swim-lane, activity diagrams) including "as-is" (current state) and "to-be" (future state).
- Performs or leads FIT-GAP analysis to develop options for gaining process efficiencies or converting to delivered functionality.
- Develops prototype material for user to demonstrate associated functionality and designs prior to delivery and full system testing.
- Leads and manages the use of automated scripts for configuration items and migrating through for testing, environment syncs, and/or project release for go-live deployment.
- Oversees, creates, and updates documentation for items such as functional specifications, operating procedures, configuration, testing scripts, test data sets, test materials, and training.
- Leads effort and provides training and/or overview of technology and changes.

- Designs, plans, tests, and implements remediation's meeting functional and technical specifications of a large PeopleSoft application including defects and resolutions through testing cycles and environments.
- Conducts research by reviewing application functionality and utilizing Oracle's resources, People Books and PeopleSoft Technical forums.
- Troubleshoots operational and application issues.
- Provides guidance and specialized functional knowledge to internal and external contacts.
- Communicates software solution expectations to internal customers, team members and other stakeholders.
- Collaborates and consults on functional solutions and configuration items for testing, environment syncs, and/or project release for go-live deployment.
- Collaborates with assigned staff on project related to software development life cycle to identify plans, assignments, tasks, deliverables, milestones, risks, and issues.
- Performs personnel administrative functions for assigned personnel (e.g., evaluating, supervising, coaching, etc.) for the purpose of maintaining adequate staffing, enhancing productivity of staff, and ensuring necessary department/program outcomes are achieved.

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

Job Requirements: Minimum Qualifications:
Knowledge and Abilities
KNOWLEDGE OF:
Application expertise in PeopleSoft including the application and tools level, client interface and integration broker, application infrastructure and ERP architecture;
Principles and practices of enterprise business system functionality, structure, operations, implementation, analysis and design, build, test, and deployment;
Process flow diagrams;
Peoplesoft functional business and system requirements for determining functional specifications;
Conducting fit gap sessions with business users;
Designing and configuring PeopleSoft software to solve business needs;
Best practices utilization;
Business cases development;
Test planning and test scripts;
Functional Training and system usages;
Processes and practices in implementing system testing and troubleshooting;
Processes and practices in developing technical systems documentation, including documenting and detailing functional and specifications;
Project management for ERP projects such as planning, scoping, process/requirements definition, design, development, testing, project tracking, project reporting, risk assessment tracking, conflict resolution tracking, documentation, and lessons learned;
Project management methodologies, including both waterfall and Agile;
Working knowledge of SQL for Time and Labor and Absence Management modules;
Functional understanding of SQR, App engine, People code, Component Interface, and Fluid development;
Security practices and procedures;

Understanding of Web Services and File Integration;
Standards and methodology for ERP lifecycle development;
Reusable component inventory and knowledge management;
Specific PeopleSoft software and tools such as:

> PeopleSoft 9.2
> Tools 8.58 or above
> Application Designer
> Security Design and Build
> Application modules and Integration
> Core Processes and Tables
> Building Calendars
> PeopleSoft Query Manager
> Process Scheduler
> PeopleSoft Testing Framework
> SQL
> Tree Manager
> Fluid
> Workflow
> Microsoft Office Suite

ABILITY TO:
Analysis and evaluate information and issues to generate alternative solutions and courses of action;
Provide functional, technical leadership and hands-on support for ERP project's lifecycle, from initial analysis through post-implementation;
Bring innovative ideas and technical solutions and maximize ERP functionality;
Reduce customizations where applicable;
Implement and follow project management methodology as appropriate for the project, which may include waterfall and/or Agile components;
Complete assigned tasks, including regular communications on project status, changes, and needs;
Communicate effectively orally and in writing;
Establish standards and methodology for ERP lifecycle development;
Effectively plan and accomplish assigned goals within the specified timeframe;
Make effective technical presentations to individuals and groups;
Work effectively independently and as part of a team;
Maintain confidentiality of information;
Demonstrate attendance sufficient to complete the duties of the position as required;
Provide status of projects and/or work assigned;
Complete tasks thoroughly, accurately, and with attention to detail.

Working Environment:
ENVIRONMENT:
Duties are typically performed in an office setting. May be designated in an alternate work setting using computer-based equipment to perform duties.

PHYSICAL ABILITIES:
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 sitting, walking, and standing. This job is performed in a generally clean and healthy environment. All requirements are subject to possible modification to reasonably accommodate individuals with a disability.

Education and Experience:
Education: A Bachelor's degree in computer science, information systems, or related field; and

Experience: A minimum of ten (10) years of advanced PeopleSoft application and analysis experience with at least three (3) HCM modules and either one (1) additional HCM or one (1) FSCM modules in multiple-entity or enterprise environments, including at least five (5) years of Peoplesoft application manager experience; three (3) full life cycles for PeopleSoft implementations on large complex projects, two (2) PUM updates. PeopleSoft Testing Framework experience preferred.

Equivalency: A combination of education and experience equivalent to a Bachelor's degree in computer science, information systems, or related field and a minimum of ten (10) years of advanced PeopleSoft application and analysis experience with at least three (3) HCM and either one (1) additional HCM or one (1) FSCM modules in multiple-entity or enterprise environments, including at least five (5) years of Peoplesoft application manager experience; three (3) full life cycles for PeopleSoft implementations on large complex projects, two (2) PUM updates. PeopleSoft Testing Framework experience preferred.

Required Testing	Certificates, Licenses, Credentials
N/A	Valid California Driver's License

Continuing Educ./Training	Clearances
N/A	Criminal Justice Fingerprint/Background Clearance
	Physical Exam including drug screen
	Tuberculosis Clearance

FLSA Status: Exempt
Salary Grade Classified Management, Grade 047

Personnel Commission Approved: _____ April 19, 2023 _____