



City of Madison

Job Description

Title ERP Support Specialist Department Information Technology
Exempt/Nonexempt N Pay Grade 11 Reports to IT Director
New Position X Position Change _____ Effective Date 6/12/23
Subordinate Staff None

The following information is designed to outline the functions and position requirements of this job. It does not identify all tasks that may be expected, nor address the performance standards that must be maintained.

General Position Summary:

The ERP Support Specialist will serve as the primary contact for the city's ERP (Enterprise Resource Planning) software. The ERP Support Specialist will be responsible for providing user support, system maintenance, and administration for the city's ERP software, as well as training employees in how to use the software. The position leads and participates in the design and support of the ERP environment, monitors all aspects of the ERP environment hardware and software, coordinates resolutions, and assists users with report creation and data analysis.

Essential Functions/Major Responsibilities:

- The ERP Support Specialist will be responsible for providing user support, system maintenance, and administration for all modules that include HR, Finance, community development, and any ERP modules that we may add in the future.
- Maintains and audits user security permissions in ERP software.
- This position is responsible for performing system updates and system upgrades after hours for the ERP environment including coordinating and communicating with ERP end users.
- This position is responsible for management of the employee portal.
- This position is responsible for training employees how to use the software on both a general basic user level, as well as a specific level to enable users to learn features of the system to help with department-specific tasks.
- This position is responsible for generating various data reports from the ERP system in response to information requests from various City departments.
- Other duties as assigned by Department Head.

Job Scope:

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Reporting to and under the general supervision of the Information Technology Director. Will support the City of Madison's users relating to general networking and application issues.

Supervisory Responsibility:

None

Interpersonal Contacts:

- IT, Finance, and HR Department employees, as well as other City employees
- City Department Heads

Specific Job Skills:

- The ideal candidate should have strong technical, analytical, project management, and communication skills and understand both ERP applications and business processes.
- The individual must have the capacity to analyze and solve real-world problems and effectively communicate with both technical and non-technical city employees. The ideal candidate will have experience working with the ERP software New World Systems and will have expertise in solving problems for various public sector workflow needs.
- The ideal candidate will have experience with Windows operating systems, server administration, and SQL Server Reporting Services (SSRS).
- Maintains SQL databases and integration of systems and makes recommendations regarding enhancements and/or improvements.
- Ability to assist users with ERP business analytics reporting.
- Proficiency in MS Office applications including Excel and Word.
- Must possess the ability to clearly communicate and interact with individuals at all levels of the city in a fast-paced environment.
- Ability to prepare and implement training for City employees who use the system.

Education and/or Experience:

- Associate degree in information systems or related field, along with 3-5 years of experience in ERP and database support; or combination of education, training, and experience that demonstrates the ability to perform the above duties, knowledge, skills and abilities.

Job Conditions:

- Strong background record, due to accessibility to city property and information.
- Must maintain a strong driving record for city-insurance purposes and record may be periodically checked by the City.

- Normal office working conditions; the work schedule is typically 8 hours per day Monday through Friday with occasional extended hours or weekend work with frequent interruptions and some evening meetings.
- Must be able to participate in a 24-7 on-call rotation with other IT staff.
- Duties are primarily performed in an office environment but may require travel to meetings, seminars, training sessions, etc.
- Must be willing to carry a cell phone and be available for after hours or weekend work, at times with little or no notice.

Physical Capabilities:

- Must have the use of sensory skills to effectively communicate and interact with other employees and the public using the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle, or feel objects and controls.
- Physical capability to effectively use and operate various items of office related equipment, such as, but not limited to, computers, calculator, copier, and fax machine.
- Standing, walking, moving, climbing, crawling, reaching, pushing and/or pulling are also required to move and work on equipment and install cable.
- Capable of lifting 50 lbs, kneeling, bending, reaching, carrying, and handling related computer equipment and running network data cable.

Mayor Approval Date

Department Head Approval Date