ENTERPRISE RESOURCE PLANNING PROJECT DIRECTOR

DEFINITION

Under general direction, the Enterprise Resource Planning (ERP) Project Director plans and manages the Enterprise Resource Planning (ERP) system and implementation strategies; formulates and implements ongoing County-wide ERP initiatives and support; supervises a team of managerial, technical, analytical and professional staff, and oversees contract administration, vendors and consultants; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This is a management level, single position class that is responsible for the management and project deliveries of ERP system planning, assessment, procurement, implementation and service deliveries (resources, budget, development, construction, transition, change management, training, communication and operations.) The ERP Project Director reports to the Chief Assistant County Administrative Officer. The position provides the necessary leadership to establish direction and guidance to sustain professional and technical level support of the County-wide ERP system.

EXAMPLES OF DUTIES

1. Develops and monitors an ERP work plan to support County’s goals and objectives.

2. Plans and organizes ERP needs assessment and implementation business model (systems, processes, and technology).

3. Identifies, negotiates, recommends and manages procurement of products and services from RFP through service delivery processes.

4. Identifies, procures, and manages project resources (team, staffing, external consultants, facilities, tools, equipment, supplies, etc.).

5. Plans, directs, monitors, trains, coaches, supervises and oversees a team of external and internal team members, including ERP change management, technology, and project managers.

6. Coordinates, presents and communicates project goals, objectives, impact, logistics and issues with stakeholders.

7. Develops, prepares, modifies, monitors and maintains project budgets.

8. Develops and implements change management strategies and processes.

9. Resolves and manages critical and high-impact issues.

10. Ensures enterprise architecture is prepared to support production operations and system security.

11. Provides quality control on all service deliveries.
ERP Project Director

12. Prepares business cases and recommends critical project direction and scope changes, options, and issue resolution to the Steering Committee.

13. Provides post-production support to maintain sustainability of system and operations, implement new functionality, and change business processes to support statutory changes and other changes requested by process owners.

QUALIFICATIONS

A combination of experience, education, and/or training which substantially demonstrates the following knowledge, skills and abilities:

Knowledge and Skills:

Thorough knowledge of:

1. Project management and system development lifecycle
2. Principles and practices of management and supervision
3. Change management strategies and implementation approaches
4. Principles and practices of quality assurance and risk management
5. Budgeting and fiscal management

Working knowledge of:

1. ERP functionality, enterprise architecture and implementation processes
2. Principles and practices of leadership, team building and team dynamics
3. Contract negotiation and management
4. Government business processes

Skill and Ability to:

1. Supervise management, professional, technical and analytical staff
2. Communicate effectively orally and in writing; present presentations and reports
3. Plan, prepare, implement, and maintain multi-faceted project plan and budget to achieve a designated objective
4. Direct, organize and coordinate multi-projects and activities
5. Make critical and high-impact decisions
ERP Project Director

6. Resolve issues and conflicts appropriately and timely

7. Establish and maintain effective work relationships with policy makers, staff, vendors, consultants, public, and stakeholders

8. Recognize and understand the organizational and budgetary impacts of decisions and recommendations

9. Work independently under broad policy direction and goals

REQUIRED CONDITIONS OF EMPLOYMENT

As a condition of employment, the incumbent will be required to:

1. Possess a valid California Class C driver’s license or the ability to provide suitable transportation that is approved by the appointing authority.

2. Successfully pass a modified background investigation.

EXAMPLES OF EXPERIENCE/EDUCATION/TRAINING

The knowledge, skills and abilities listed above may be acquired through various types of experience, education or training, typically:

Education:

Bachelor’s degree in business administration, public administration, information technology, or a related field.

AND

Experience:

Approximately three to five years of experience performing high-level and complex project management duties that have provided relevant knowledge of the designated subject areas.

PHYSICAL AND SENSORY REQUIREMENTS

The physical and sensory abilities required for this classification include:

1. Sight, speech and hearing sufficient to function in a typical office environment.

2. Ability to remain sitting and work at a desk and/or computer for extended periods of time.

3. Ability to operate a computer keyboard.
ERP Project Director

**CLASS HISTORY**
- Class Code: 14M51
- Established Date: January 2007
- Revised Date: (New)
- Former Title: (New)

**CLASS DATA**
- Job Group: 03
- EEO Category: P
- Work Comp. Code: 8810
- Bargaining/Employee Unit: X
- FLSA: Exempt
- MOCO OT: N

Prepared by: Jenny Mah, Consultant with Cooperative Personnel Services

Approved by:

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County Administrative Office

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Date