JOB DESCRIPTION

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<th>JOB TITLE:</th>
<th>FLSA:</th>
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<tr>
<td>ERP Support Specialist</td>
<td>Exempt</td>
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<tr>
<th>Department:</th>
<th>Date Revised:</th>
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<tr>
<td>Information Technology</td>
<td>March 7, 2016</td>
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<tr>
<th>Security Sensitive:</th>
<th>Grade:</th>
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<tr>
<td>Yes</td>
<td>C41</td>
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<th>Reports To:</th>
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<tr>
<td>Director of Information Technology</td>
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Job Summary

Provides technical and functional support in the areas of: ERP (Enterprise Resource Planning) systems administration, problem resolution, support, process mapping, system testing and development, security access, and training. Designs, develops, test, deploy, and maintain data processing solutions to enhance the ERP systems.

Essential Functions

- Assists in developing procedures to ensure integrity of ERP system and databases;
- Assists in ensuring that external/internal regulations and policies governing data management are met, including regulations concerning security, audit and privacy;
- Thoroughly understands ERP subsystem in order to assign appropriate system access to users at different levels across the institution;
- Develops and implements project plans for ERP functional support tasks;
- Troubleshoots application software and database problems on a timely basis;
- Works as a system analyst with key personnel to help define user needs and develop data processing solutions;
- Maintains liaisons with business, technical staff, and extended support organizations for resolution of ERP issues;
- Works with end-users to analyze, design, construct and implement small applications in support of regular business operations; documents applications and provides cross-functional training as needed;
- Works with end users on all functional modules to document business needs/requirements for upgrades and enhancements;
- Assists in supporting the student, faculty, and staff facing portal
- Develops and presents training materials for end users;
- Maintains confidentiality of information exposed to in the course of business regarding students, supervisors or other employees;
- Contributes to a safe educational and working environment by participating in all drills and training and being prepared to take action should a health or safety emergency occur;
- Requires the kind of teamwork, supervision, and personal interaction, that cannot be had in a home office situation; therefore, regular and predictable on-site attendance is a job requirement;
- Performs all other duties as assigned.
Minimum Education, Skills and Abilities

- A Bachelor’s degree in Computer Information Systems or a closely related field;
- Three years of increasingly responsible experience in an information technology environment;
- Three to five years of experience in a college or university setting supporting an ERP;
- Demonstrated knowledge of systems analysis and information technology principles;
- Experience with reporting and analytic applications from the Technical support perspective (application support, object definitions, end-user support, etc.);
- Customer service minded and solutions oriented;
- Ability to work with a wide variety of problems and personalities, while continuing to promote a professional and pleasant demeanor;
- Ability to exercise substantial judgment and work with limited supervision.

Preferred Education, Skills, and Abilities

- Five years of increasingly responsible experience in an information technology environment;
- Five-plus years of experience in a college or university setting supporting an ERP, Ellucian Colleague preferred
- Five-plus years of experience in a college or university setting supporting database and database applications, Microsoft SQL preferred
- Experience with Business Objects, Synoptix, and Zogotech reporting and analytics solutions;
- Experience with Microsoft Sharepoint.

Special Requirements

- Ability to work a flexible schedule, including evenings and weekends;
- Ability to work with a variety of personalities especially employees experiencing frustration with technology;
- Interprets or discusses information with others, which often involve terminology and concepts not familiar to many people; regularly provides advice and recommends actions involving complex issues;
- Ability to work a flexible schedule, including some evenings and weekends;
- Subject to a criminal background check prior to employment.

Work Environment / Physical Requirements

- This position is primarily sedentary, working at a desk or attending meetings in a climate controlled office. Frequent near vision use for reading and computer work.

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of personnel so classified.

APPLICANT: Are you capable of performing in a reasonable manner the activities involved in the job or application for which you have applied? ________________

___________________________________________          _________________________________________
Signature                   Date