

## Newport News Public Schools Job Description

**Job Title:** ERP Operations Specialist

**Supervisor:** Supervisor II, Payroll & ERP Operations

**Position Code:** 6N28, FN28, WN28

**Pay Grade:** 31

**Job Classification:** Non-Exempt

**Contract Length:** 245

### **Job Summary**

This position is responsible for providing MUNIS ERP software support to include identification and resolution of problems associated with the operations of the ERP system software, setup and workflow. This position coaches and supports employees in developing proficiency in the use of the ERP system functionality, coordinates and performs training on all MUNIS application functionality and develops technical documentation such as quick tips, training curriculum for ERP system users, and assists in the maintenance of ERP user documents.

### **Essential Duties:**

1. Provides first level ERP operational support to users.
2. Provides documentation of all ERP incidents and elevation of issues to senior ERP Analysts as needed to ensure internal service level agreements are maintained and unscheduled down time is reduced.
3. Troubleshoots, identifies and resolves problems associated with the operations of the ERP system software, including but not limited to, Employee Self Service, Tyler Content Manager (TCM), Tyler Forms and Dashboard functions.
4. Coaches and supports employees in developing proficiency in the use of the ERP system functionality.
5. Coordinate and perform training on all MUNIS application functionality.
6. Develops technical documentation such as quick tips, training curriculum for ERP system users, and assists in the maintenance of ERP user documents.
7. Adds new users, maintains users and performs password resets for the MUNIS and Employee Self Service software modules.
8. Provides GL account support and information to facilitate the procurement process. This includes ensuring external systems such as used for the Procurement card workflow is in synch with division ERP procurement workflow as directed by the Budget department.
9. Performs MUNIS software configuration, testing and debugging of ERP functional modules.
10. Maintain ERP system workflow, user's roles and attributes and performs ERP system temporary workflow re-routing to accommodate temporary absences of users and/or functional lead override transaction requests.
11. Tracks ERP operation expenses and provides budgetary support.
12. Performs MUNIS vendor database table maintenance.
13. Obtains and tracks IRS Form W-9, request for taxpayer identification number from vendors as appropriate to support the accurate issuance of IRS Form 1099-MISC.
14. Maintains and writes basic custom database reports using relational database software.

### **Other Duties**

Performs any other related duties as assigned by the Supervisor of Payroll & ERP Operations, Senior ERP Analyst or any other appropriate administrator or supervisor.

### **Job Specifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities, who are otherwise qualified to perform the essential functions.

**Minimum Qualifications (Knowledge, Skills and/or Abilities Required)**

Must possess an Associate’s degree in Business Administration, Accounting or Computer Science and/or considerable related experience in troubleshooting system software, performing software training or help desk support experience in an information technology environment or the equivalent combination of training and experience from which comparable skills can be acquired. Proficient in the use of Microsoft Word, Excel and use of relational database software programs. Must have demonstrated problem solving skills. Must possess excellent communication, organization skills and ability to maintain confidentiality. Experience with systems administration and with the ERP system in use at Newport News Public School preferred (Tyler MUNIS). Must possess the ability to explain basic technical material and provide routine problem solving. Must possess knowledge of standard office practices, procedures, equipment, and techniques. Must possess the ability to follow complex directions and work independently, as well as in team environments.

**Working Conditions & Physical Requirements**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions. Must have the ability to sit and stand for extended periods of time; exhibit manual dexterity to dial a telephone, to enter data into a computer terminal; to see and read a computer screen and printed material with or without vision aids; hear and understand speech at normal levels; physical agility to lift up to 25 pounds; to bend, to stoop, to sit on the floor, to climb stairs, to walk and to reach overhead.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Duties are normally performed in an office or school environment. The noise level in the work environment is usually moderate.

**Supervision Exercised:** None

**Supervision Received:** Supervisor II – Payroll & ERP Operations

*This job description in no way states or implies that these are the only duties to be performed by this employee. The ERP Operations Specialist will be required to follow any other instructions and to perform any other related duties as assigned by the Supervisor II of Payroll & ERP Operations or other appropriate administrator. Newport News Public Schools reserves the right to update, revise or change this job description and related duties at any time.*

**Approvals:**

\_\_\_\_\_  
Supervisor Date

**I acknowledge that I have received and read this job description.**

\_\_\_\_\_  
Employee Name (Print) Signature Date