

## **Enterprise Business Systems Implementation Leader**

### **Purpose Statement**

The job of Enterprise Business Systems Implementation Leader is done for the purpose/s of managing the Post Implementation function and staff responsible to support SDCOE districts & staff with the implementation of a new integrated Enterprise Business Solution (EBS) including facilitating change to improve business processes.

---

### **Essential Functions**

- Acts as lead in working with unit staff as it relates to the system post implementation for the purpose of determining business needs and monitoring system implementation progress in support of school districts and SDCOE staff.
- Collaborates with management staff and district subject matter experts in Human Resources, Payroll, Finance, and Business Operations for the purpose of determining business needs and best course of action in the implementation of the EBS, and ensuring that results adhere to design specifications, business processes and standards.
- Communicates the effects of changes as a result of the EBS implementation in a timely and useful manner for the purpose of promoting the new system and assisting users in understanding system work flow and functionality.
- Conducts extensive research using a variety of resources for the purpose of determining solutions to EBS related implementation issues often identified through troubleshooting.
- Designs and presents training materials for the purpose of assisting clients with the implementation of the new EBS.
- Develops and oversees the change management strategy for the purpose of ensuring the successful implementation of the EBS.
- Facilitates and participates in meetings, workshops, seminars, etc. for the purpose of identifying issues and developing recommendations, providing training, supporting other staff, and maintaining group commitment to project goals.
- Participates in the documentation and analysis of business processes and system workflow for the purpose of identifying specific areas of recommended change and opportunities for business process improvement and implementing the recommended solutions.
- Participates in and oversees troubleshooting of problems created to the implementation of the EBS for the purpose of isolating and efficiently resolving issues, and/or providing user training.
- Performs personnel administrative functions for professional-level staff (e.g. evaluating, supervising, coaching, etc.) for the purpose of maintaining adequate staffing, enhancing productivity of personnel and achieving objectives.
- Prepares a wide variety of often complex materials (e.g. technical announcements, plans, reports, analyses, recommendations, procedures, etc.) for the purpose of documenting activities and issues, meeting compliance requirements, providing audit references, making presentations, and/or providing supporting materials for requested actions.
- Responds to issues involving implementation problems, staff, conflicts in policies and regulations, that may result in some negative impact and/or liability if not appropriately addressed for the

purpose of identifying the relevant issues and recommending or implementing a plan of action that will efficiently resolve the issue.

### **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**

#### **Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: operating standard office equipment including using a variety of dynamic software applications; planning and managing projects; and preparing and maintaining accurate records.

KNOWLEDGE is required to perform algebra and/or geometry; review and interpret highly technical information, write technical materials, and/or speak persuasively to implement desired actions; and analyze situations to define issues and draw conclusions. Specific knowledge based competencies required to satisfactorily perform the functions of the job include: public agency process analysis and modeling; principles and practices of enterprise business system functionality, structure, implementation, analysis and design; computer-based database management and analysis systems, concepts, and usage; and process improvement strategies/change management.

ABILITY is required to schedule a number of activities, meetings, and/or events; often gather, collate, and/or classify data; and use job-related equipment. Flexibility is required to work with others in a wide variety of circumstances; analyze data utilizing defined but different processes; and operate equipment using standardized methods. Ability is also required to work with a diversity of individuals and/or groups; work with data of widely varied types and/or purposes; and utilize a variety of job-related equipment. Independent problem solving is required to analyze issues and create action plans. Problem solving with data requires analysis based on organizational objectives; and problem solving with equipment is moderate to significant. Specific ability based competencies required to satisfactorily perform the functions of the job include: communicating effectively orally and in writing; working effectively independently and as part of a team; resolving disputes and diffusing tension; establishing and maintaining effective working relationships; meeting competing deadlines and schedules; setting priorities; working with multiple projects, frequent interruptions, and changing work priorities; working with detailed information/data and maintaining accurate records; making/giving presentations; and maintaining confidentiality.

#### **Responsibility**

Responsibilities include: working independently under broad organizational guidelines to achieve unit objectives; managing a department; directing the use of budgeted funds within a work unit. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to have some impact on the organization's services.

#### **Working Environment**

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 80% sitting, 10% walking, and 10% standing. This job is performed in a generally clean and healthy environment.

**Experience** Job related experience with increasing levels of responsibility is required.

**Education** Bachelors degree in job-related area.

Equivalency Ten or more years of relevant experience including of Enterprise Business Solution implementation experience in a public agency. Experience must include business process analysis associated with changes in agency wide software applications and experience with financial, payroll and/or human resource functions.

Experience with PeopleSoft is highly desirable. Additionally, this position requires a Bachelor's degree in business administration, communications, training/organizational development, management information systems, computer science, or other field closely related to the duties and job requirements of the classification.

Required Testing

Certificates

Driver's License & Evidence of Insurability

Continuing Educ./Training

Clearances

Maintains Certificates and/or Licenses

FLSA State: Exempt

Salary Range: Classified Management, Grade 47

**Personnel Commission Approved: October 19, 2016**