

ENTERPRISE RESOURCE PLANNING (ERP) PROJECT COORDINATOR (STUDENT SYSTEMS)

DEFINITION

Coordinates, organizes, and supervises the work of an assigned ERP project team involved in analyzing and defining student systems functions and business processes and user needs, performing functional configuration and maintenance tasks for ERP student systems modules, and validating the systems design; develops and designs appropriate business processes in conjunction with functional managers and personally performs the more complex professional work of the team.

TYPICAL DUTIES

- Coordinates and supervises the activities of an assigned ERP project team in the area of student information processing systems to meet project needs, priorities, and deadlines.
- Interfaces with functional unit process owners and users to identify, define and document operational needs and objectives, current operational procedures, problems, input and output requirements, and levels of systems access.
- Analyzes and evaluates complex functions and processes related to academic scheduling, student registration, admissions, course management, grade reporting and other student and academic systems processing.
- Obtains buy-ins from business process owners and end-users on proposed new business processes or changes to existing ones.
- Defines and documents ERP student systems system transactions and processes in support of processes defined by functional unit process owners.
- Performs functional configuration tasks and tests the functionality of ERP student systems modules from the development phase to production.
- Applies functional knowledge to design and customize workflow systems that provide seamless integration for ERP student systems modules.
- Interfaces with users to interpret and clarify complex functional configuration details and process change requirements involving ERP student systems modules.
- Prepares regular project status reports, and communicates to project stakeholders and business process owners.
- Evaluates the operational effects of applications software.
- Reviews and evaluates project deliverables, timelines, including contractor and project team performance.
- Acts as a liaison between departmental end-users and programming personnel in the analysis, design, functional configuration, testing and maintenance of complex ERP student systems modules matters to ensure optimal system performance.
- Tracks and documents changes in complex functional and business specifications and writes detailed procedures that can be easily understood by end-users.
- Identifies opportunities for improving business processes in partnership with process owners and management through information systems.

TYPICAL DUTIES (Cont.)

- Analyzes the feasibility of, and develops requirements for, new systems and enhancements to existing systems, and ensures that the system designs fits the needs of the users.
- Provides technical assistance in training, mentoring, and coaching professional and technical staff on complex matters related to assigned area.
- Maintains effective and cooperative working relationships with process owners, District staff, project consultants, and vendors.
- Provides post implementation support by serving as a liaison to process owners, colleges, and end-users to troubleshoot system problems and authorize access for new users.
- Writes reports, correspondence, documentation and presentations containing descriptive, analytical, and evaluative content including the preparation of projections, conclusions, and recommendations for student systems.
- Trains users and support training in the usage of ERP student system functionality.
- Reviews and approves consultant/contractor billings.
- Assigns and reviews the work of assigned staff.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

An **Enterprise Resource Planning (ERP) Project Coordinator (Student Systems)** coordinates, organizes, and supervises the work of an assigned ERP project team involved in analyzing and defining student systems functions and processes and user needs, performing functional configuration and maintenance tasks for student systems modules, and validating the systems design; develops and designs appropriate business processes in conjunction with functional managers and personally performs the more complex professional work of the team. Incumbents in this class are not required to perform technical programming duties.

An **Enterprise Resource Planning (ERP) Business Analyst (Student Systems)** analyzes and defines ERP student systems functions and business processes and user needs and performs functional configuration and maintenance tasks for the District's ERP student systems modules according to operational needs. Incumbents in this classification use ERP functional and applications knowledge to analyze and translate departmental requirements into deployed functionality in the District's ERP student systems and are not required to perform technical programming duties.

A **SAP/ERP Manager** plans, schedules, coordinates, directs, and reviews the work of SAP/ERP project teams involved in analyzing and defining SAP financial/material management, SAP project, SAP human resources, and ERP student systems functions and business processes and user needs, configuring and maintaining SAP financial/material management, SAP project, SAP human resources, and EPR student systems modules, and validating the systems design.

SUPERVISION

General direction is received from a SAP/ERP Manager or classified administrator. Supervision is exercised over professional staff assigned to the team.

CLASS QUALIFICATIONS

Knowledge of:

Enterprise Resource Planning (ERP) student systems such as Protocol, Banner, Peoplesoft, Datatel, etc.
Principles and techniques of systems analysis, functional configuration, and testing
Methods of developing operational process specifications
Characteristics and capabilities of state-of-the art technology in student systems information processing
Principles and practices of student systems reporting
Industry and professional standards for business systems, procedures, and methods pertinent to assigned area
Student and academic business processes such as academic, scheduling, student registration, admissions, course management, grade reporting
Federal, State, and local laws, ordinances, codes, and regulations related to student systems information processing
Principles and practices of project management
Principles of work simplification and modification
Principles of organization and management
Principles of program documentation
Principles of report, screen, and form design
Principles of supervision, team building, and training

Ability to:

Coordinate, organize, and evaluate the work of an assigned project team
Analyze existing manual and computerized operational procedures involving student systems information processing systems and develop improvements
Design, develop and document complex operational and technical processes, functions, and procedures involving ERP student systems modules
Perform functional configuration, modification and testing tasks involving complex components of ERP student systems modules
Analyze complex business problems involving ERP student systems modules and develop appropriate solutions
Express difficult and complex concepts clearly and concisely both orally and in writing
Write clear and comprehensive reports, instructions, and training materials
Write clear and logical documentation
Anticipate conditions, plan ahead, establish priorities, and meet project schedules
Review and evaluate detailed project management plans and project progress
Review and evaluate project deliverables
Interpret and apply applicable rules, laws, and procedures to student systems operations
Provide technical assistance to users and staff
Act independently and promptly to situations and events
Motivate, direct, train, and develop others
Stimulate teamwork and promote cohesiveness to achieve team and project goals
Establish effective working relationships with administrators, staff and project consultants and vendors

Ability to: (Cont.)

Analyze and interpret technical materials accurately and effectively in written communications, reports, and presentations
Communicate effectively in writing and orally
Train system users effectively
Implement quality assurance efforts for software use and design
Stay abreast of current trends and technical advancements in the area of student information processing systems
Present and lead discussions on ERP functionality as it relates to current operational needs
Learn the characteristics of new systems and update skills to adapt to changing technology

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized four-year college or university; preferably with a major in business administration, public administration, personnel administration, computer information systems, management information systems, or a related field.

Experience:

Three years of recent, full-time, paid professional-level experience in the functional configuration, modification, or maintenance of an Enterprise Resource Planning (ERP) student system. Supervisory experience and experience with a Protocol student system is desirable.

Special:

A valid Class "C" California driver's license must be obtained within 60 days after appointment.
Access to an automobile.