

Job Description

Job Title: Enterprise Applications Specialist II

Position Code:

Job Classification: Exempt

Supervisor: Supervisor of Budget

Pay Grade: 34

Contract Length: 245

Job Summary

The Enterprise Applications Specialist II provides ERP database training and user support, including applications for Finance, Accounting, Procurement, Budget, Employee Self Service, TCM, Tyler Forms, and financial dashboards. This role serves as a technical liaison between the NNPS Technology department, Tyler MUNIS SaS support, and other vendors to resolve system issues, debug software, and address interface application problems. The specialist utilizes relational database tools like Business Objects, Crystal Reports, and SQL for data visualization and analytics reporting. Responsibilities include updating training materials, creating technical documentation, and delivering individual and group ERP module training. Additionally, this position supports ERP and Employee Self Service system setup, temporary workflow maintenance, check processing, and vendor database management, assisting senior ERP analysts.

Essential Duties

1. Responsible for providing ERP database training and user support.
2. Provide ERP software support to include the Employee Self Service, TCM, Tyler Forms and Dashboard functions and serves as a technical liaison to the NNPS Technology department.
3. Provides first-level ERP operational support and 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 downtime is reduced.
4. Provides Tyler ERP SaS support to other outside vendors and NNPS department contacts to resolve system problems, “debug” software functionality, and interface applications issues.
5. Updates ERP software technical documentation such as quick tips, and training curriculum for ERP system users as well as provides individual and group training on ERP modules.
6. Responsible for maintaining various ERP system tables and performing troubleshooting and analysis to address system processing errors.
7. Provides check processing and vendor database maintenance support.
8. Utilizes relational database solutions and/or database management systems such as Business Objects, Crystal Reports, and SQL query-based tools to develop data visualization and dashboard analytics for all staff to optimize institutional effectiveness using financial data.

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment.)

Other Duties

1. Perform any other related duties as assigned by the Supervisor of Budget or other appropriate administrators.

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 a Bachelor’s degree in Business, Computer Science, Information Systems or related field or equivalent work experience in ERP systems support, role-based security and database management systems. One to three years of experience with role-based security access control (RBAC), preferably ERP systems. Strong knowledge of transitional operations in Finance, Accounting, Procurement and Budget. Experiencing as a ERP

system user or trainer required. Demonstrated experience with the use of reports and scripts using relational database solutions and/or database management systems such as Business Objects, Crystal reports, and SQL query-based tools. Proficient in the use of Microsoft Word, Project, PowerPoint, Visio, Excel and Visual Studio software applications. Excellent organizational skills, strong conceptual, analytical and problem-solving ability. Excellent oral and written communication skills. Ability to maintain confidentiality. Detail-oriented, well-organized; high degree of accuracy; very dependable. Must possess the ability to establish and maintain effective working relationships with staff, administrators, school personnel and contractors. Knowledge and/or experience with Financial and HR/Payroll systems and data analysis preferred.

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 accommodations 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 of Budget

This job description in no way states or implies that these are the only duties to be performed by this employee. The Enterprise Applications Specialist II will be required to follow any other instructions and to perform any other related duties as assigned by the Supervisor of Budget, or 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	Signature	Date
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I acknowledge that I have received and read this job description.

Employee Name (Print)	Signature	Date
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