



Job Title (Exempt Position)	<i>ERP Systems Project Manager</i>
Department	<i>Information Technology</i>
Reports to	<i>Director of Information Technology</i>
Grade	<i>617</i>

Job purpose

The Enterprise Resource Planning (ERP) Systems Project Manager has primary responsibility for the integrity and development of the Authority's enterprise asset management, human capital management, and financial management information systems. Primary responsibilities include project management of new system implementations, upgrades, business process improvements, and the integration of the ERP systems with other CDTA enterprise applications. Secondary duties include technical support, reporting, data development, software and hardware configuration, and training.

Duties and responsibilities

Project Management

- Develop and monitor project plans, scope, timelines, resources, and risk management strategies.
- Ensure the efficient organization of project activities, project meetings, cooperation with the project stakeholders, budget and schedule.
- Manage all communications and project activities important to CDTA Board of Directors, Senior Staff and third-party project stakeholders.
- Report project progress and performance metrics to management.
- Perform other general project management duties, as required.

System Administration

- Manage application performance, security, updates, training, technical support and infrastructure maintenance.
- Manage the system interfaces integrated with ERP applications.
- Optimize system performance, perform software updates, provide technical support and maintenance, and support information security compliance requirements.
- Prepare and maintain documentation of application modules and related systems.
- Perform other technical duties on an as-needed basis.

Application Development and Data Analysis

- Manage the ongoing development of ERP systems. Includes installation, training, configuration, troubleshooting, gathering input and feedback from stakeholders to define and improve ERP systems, implementing new modules and developing new features.
- Manage ERP systems continuous improvement activities to support data driven decision making and high levels of data integrity across all ERP applications.
- Support operational performance management, quality assurance, internal auditing, business process improvement, and strategic planning initiatives.
- Produce reports using SQL query/reporting tools for monitoring data quality, performance, and archiving purposes. This may include verifying, analyzing, updating, publishing, and correcting data for special reports and analysis.



Qualifications

- Bachelor's degree in relevant field, such as, Business Administration, Information Systems, Computer Science, Data Science, Engineering or related field.
- A minimum of five years hands-on experience in enterprise level support, project management, development, and/or administration with work in software application support preferred.
- Demonstrated expertise in analytical and problem-solving skills, with a proven track record of using data to drive strategic decisions and process improvements.
- Proven leadership, communication, facilitation, and project management skills, with a history of successfully guiding cross-functional teams to achieve shared goals and objectives.
- Proficiency with software programs including Windows, Office applications, and data publishing methods.
- Familiarity with asset management, human capital management, financial management, transit regulations, and industry best practices preferred.

Working conditions

- This position does not require manual labor (heavy lifting) or significant travel. Work in the field is required to correct and/or validate service data. This position may require 24/7 technical support and remote access for "off-site" administrative support.
- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- This job description in no way implies that these are the only duties to be performed by the employee occupying this position. Furthermore, the company reserves the right to add or to revise an employee's job duties at any time at its sole discretion.

Direct reports

- None

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Date approved:	
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