

Water Authority Position Description

ERP BUSINESS PROCESS MANAGER

Status	Position Code	Level	Date
APPROVED	EBPM	P29	Mar 2017

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

POSITION SUMMARY

THIS POSITION REQUIRES AN EXTREMELY HIGH LEVEL OF FUNCTIONAL KNOWLEDGE, WITH SOME REPORT WRITING EXPERTISE AND HIGHLY COMPLEX DUTIES ASSIGNED. EMPLOYEES PERFORM ADVANCED DUTIES AND SERVE AS FUNCTIONAL LEAD AND FUNCTIONAL SUBJECT MATTER EXPERTS IN SUPPORT OF ONE OR MORE MODULES WITHIN THE ERP HUMAN CAPITAL (HRIS, BENEFITS, TIME AND LABOR, PAYROLL, ETC) AND/OR FINANCIAL (GENERAL LEDGER, FINANCIAL REPORTING, PURCHASING, BUDGETING, ACCOUNTS PAYABLE, GRANTS, ETC.) APPLICATIONS FROM A FUNCTIONAL STANDPOINT.

MIN EDUCATION & EXPERIENCE REQ

BACHELOR'S DEGREE FROM AN ACCREDITED COLLEGE OR UNIVERSITY IN INFORMATION SYSTEMS, COMPUTER SCIENCE OR A RELATED FIELD, PLUS EIGHT (8) YEARS OF LARGE SYSTEMS (I.E., SERVER BASED) FUNCTIONAL ANALYSIS AND IMPLEMENTATION EXPERIENCE.

ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP)
POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE

SUPERVISION RECEIVED/EXERCISED

RECEIVES GENERAL DIRECTION FROM ERP PROJECT FUNCTIONAL LEAD BUT REPORTS DIRECTLY TO CHIEF FINANCIAL OFFICER.

COORDINATE ACTIVITIES OR PROVIDE FUNCTIONAL GUIDANCE TO THE STAFF.

SERVE AS BUSINESS PROCESS PROJECT LEAD.

ESSENTIAL FUNCTIONS

1. ANALYZE BUSINESS PROCESSES TO IMPLEMENT AND MAINTAIN ERP COMPUTER SYSTEM MODULES. OUTLINE PROPOSED PROCESSES, RATIONALE FOR CHANGES, COSTS TO IMPLEMENT, TRAINING REQUIREMENTS, ESTIMATED TIMELINES FOR IMPLEMENTATION, TESTING STRATEGY AND PRIORITIES.
2. IDENTIFY ALTERNATIVE APPROACHES TO ADDRESS ISSUES AND TAKE ADVANTAGE OF IMPROVEMENT OPPORTUNITIES. WORK WITH OTHER BPM TO UNDERSTAND POTENTIAL IMPACT TO OTHER SYSTEM MODULES AND RELATED PROCESSES. VALIDATE SELECTED APPROACH WITH THE AFFECTED END USER COMMUNITY. DOCUMENT AS-IS AND TO-BE BUSINESS PROCESS MAPPING.
3. DEVELOP BUSINESS CASE DOCUMENTS OUTLINING PROPOSED CHANGES, RATIONALE FOR AND ASSOCIATED BENEFITS OF SUCH CHANGES, DESCRIPTION OF SOLUTION AND WHY IT WAS SELECTED OVER OTHER OPTIONS, RESOURCE REQUIREMENTS AND OTHER COSTS TO IMPLEMENT, LONG TERM COSTS, CHANGE MANAGEMENT AND TRAINING IMPACTS, ESTIMATED DURATION TO IMPLEMENT, TESTING STRATEGY, AND PRIORITY LEVEL.
4. WORK WITH OTHER BPM OR DIRECT MANAGER FOR APPROVED SYSTEM INITIATIVES. DEVELOP AND MANAGE WORKPLANS FOR SUCH INITIATIVES. PROVIDE UPDATES AND STATUS REPORTS TO SUPPORT TEAM MANAGEMENT AND OTHER GOVERNING BODIES. EXECUTE FUNCTIONAL OR BUSINESS TASKS. COORDINATE THE INVOLVEMENT OF OTHER RESOURCES FROM WATER AUTHORITY DIVISIONS AS REQUIRED. REQUEST AND OBTAIN APPROVAL FOR CHANGES TO SCOPE, BUDGET, AND TIMELINE.
5. MANAGE THE ISSUE AND RISK LOGS AND ASSOCIATED PROCESSES. UPDATE AND MAINTAIN LOGS. IDENTIFY, ASSESS, AND DEVELOP PROPOSED SOLUTIONS FOR ISSUES AND RISKS. ESCALATE ISSUES AND RISKS TO THE DIRECT MANAGER AS APPROPRIATE.
6. DEVELOP FUNCTIONAL SPECIFICATION DOCUMENTS. WORK WITH TECHNICAL APPLICATION ANALYSTS TO ENSURE THEY UNDERSTAND SUCH DOCUMENTATION, ADDRESS QUESTIONS OR ISSUES THAT ARISE DURING THE DEVELOPMENT AND CONFIGURATION PROCESSES, AND MAKE UPDATES AS REQUIRED.
7. WORK WITH CHANGE MANAGEMENT AND TRAINING SPECIALISTS TO ENSURE THAT THE ORGANIZATION IS PREPARED FOR NEW SYSTEM INITIATIVES. PARTICIPATE IN STRATEGY DESIGN, PROVIDE ON-GOING INPUT INTO THE DESIGN OF CHANGE MANAGEMENT AND TRAINING DOCUMENTATION, AND PROVIDE INITIAL REVIEW OF COLLATERAL MATERIAL DEVELOPED BY THESE FUNCTIONS.
8. DEVELOP DETAILED FUNCTIONAL TEST PLANS. COORDINATE WITH OTHER BPM TO ENSURE INCLUSION OF OTHER AREAS IN THE TESTING PLANS AS APPROPRIATE. SERVES AS THE SINGLE POINT OF CONTACT WITH THE TECHNICAL APPLICATION ANALYST REGARDING ISSUES IDENTIFIED IN FUNCTIONAL TESTING.
9. REVIEW DOCUMENTATION ON PATCHES AND NEW VERSIONS (UPGRADES). UNDERSTAND AND DOCUMENT IMPACT THAT SUCH CHANGES WOULD INTRODUCE TO THE WATER AUTHORITY'S SYSTEM.
10. MAY REQUIRE ADDITIONAL WORK OUTSIDE THE TRADITIONAL WORK HOURS.
11. CONSULT AVAILABLE RESOURCES (USER MANUALS, DOCUMENTATION, ETC.) TO LEARN MORE ABOUT THE SYSTEM AND ITS CAPABILITIES.

12. WORK WITH CONSULTANTS ENGAGED BY THE WATER AUTHORITY TO ASSIST WITH ERP INITIATIVES. WORK WITH SUCH CONSULTANTS TO DEVELOP AND EXECUTE A KNOWLEDGE TRANSFER PLAN AS DIRECTED BY THE MANAGER.
13. DEVELOP AN UNDERSTANDING OF REPORT WRITING WITHIN THE ERP SYSTEM.
14. OBTAIN REQUIRED SIGN-OFFS THAT SYSTEM CHANGES ARE READY TO BE PROMOTED TO THE PRODUCTION ENVIRONMENT. THIS INCLUDES SIGN-OFFS THAT ALL NECESSARY TESTING HAS BEEN COMPLETED SUCCESSFULLY. ENSURE THAT ASSOCIATED DOCUMENTATION IS UPDATED AND ACCURATE AND POSTED TO THE PROPER LOCATION PRIOR TO MOVE TO PRODUCTION. VERIFY THAT ITEMS NEWLY MOVED TO PRODUCTION ARE WORKING AS EXPECTED.
15. LEAD, COORDINATE AND PERFORM THE FUNCTIONAL TASKS RELATED TO THE DEVELOPMENT LIFECYCLE OF ERP PROJECTS INCLUDING REQUIREMENTS DEFINITION, ANALYSIS, FIT/GAP RESOLUTION, PROCESS DESIGN AND IMPLEMENTATION, FUNCTIONAL DESIGN, CONFIGURATION, TESTING, TRAINING AND VALIDATION, AFTER IMPLEMENTATION.
16. UNDERSTAND THE DEPENDENCIES AND INTER-RELATIONSHIPS BETWEEN ERP SYSTEM PROCESSES AND MODULES TO IMPROVE FUNCTIONAL DESIGN AND TO BUILD BACK-UP CAPACITY ON THE BUSINESS SIDE.
17. SERVE AS AN ADVOCATE FOR THE ERP SYSTEM AS WELL AS FOR IMPROVED INTEGRATION AND BUSINESS PROCESS REENGINEERING TO ADDRESS OUTDATED, INEFFECTIVE, OR INEFFICIENT BUSINESS PROCESSES WITH THE USER COMMUNITY.
18. ASSIST IN DEVELOPING TRAINING AND OTHER END USER SUPPORT MATERIALS (I.E. JOB AIDS, FAQs, ETC). DELIVER TRAINING TO END USERS.
19. PROVIDE PRODUCTION SUPPORT TO THE END USER COMMUNITY.
20. WORK ON HELP TICKETS THAT REQUIRE BUSINESS PROCESS REVIEW. WORK WITH THE APPLICATION ANALYST ON THE TESTING OF SUCH CHANGES. CONDUCT TECHNICAL TESTING, AND DOCUMENT THE NECESSARY CHANGES TO RESTORE FUNCTIONALITY.
21. WORK WITH THE APPLICATION ANALYST TO TROUBLESHOOT ISSUES AS THEY ARISE.

SUPPLEMENTAL FUNCTIONS

1. ATTEND AND PARTICIPATE IN PROFESSIONAL GROUP MEETINGS; STAY ABREAST OF NEW TRENDS AND INNOVATIONS IN THE FIELD OF INFORMATION SERVICES.
2. PERFORM COMPLEX FUNCTIONAL, MANAGEMENT OR ADMINISTRATIVE TASKS REPORTING TO THE CHIEF FINANCIAL OFFICER, AS NEEDED.
3. DEVELOP AND PRESENT PROPOSED BUSINESS PROCESS AND PROJECT MANAGEMENT STANDARDS.
4. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

PREFERRED KNOWLEDGE

FUNCTIONAL BUSINESS PROCESSES AND ABILITY TO CREATE FUNCTIONAL SPECIFICATIONS, DESIGN DOCUMENTS, TRAINING MATERIALS, END USER TEST SCRIPTS, ETC.
 PROCESS MAPPING TOOLS AND SWIM LANE DIAGRAMMING
 DATABASES OR BASIC TABLE STRUCTURE
 TRAINING DEVELOPMENT AND DELIVERY METHODS
 COMMUNICATION STRATEGIES AND METHODS
 ERP SYSTEM CAPABILITIES INCLUDING CONFIGURATION
 PROJECT MANAGEMENT

PREFERRED SKILL/ABILITY

ANALYZE AND ASSESS THE FUNCTIONAL NEEDS OF WATER AUTHORITY DIVISIONS THEN RECOMMEND, DESIGN, AND IMPLEMENT IMPROVED BUSINESS PROCESSES
 DEFINE PROBLEMS, COLLECT DATA, ESTABLISH FACTS, DRAW VALID CONCLUSIONS AND RESOLVE USER ISSUES AND/OR PREPARE APPROPRIATE REPORTS
 CREATE FUNCTIONAL SPECIFICATIONS, DESIGN DOCUMENTS, TRAINING MATERIALS, TEST SCRIPTS, ETC
 MANAGE CUSTOMER RELATIONS AND EXPECTATIONS
 EFFECTIVELY PRESENT INFORMATION AND /OR RESPOND TO INQUIRES/COMPLAINTS FROM MANAGEMENT
 WORK INDEPENDENTLY IN THE ABSENCE OF SUPERVISION STRONG ISSUE RESOLUTION AND COMMUNICATION SKILLS.
 EXCELLENT ANALYTICAL AND TROUBLESHOOTING SKILLS OR PRODUCTION SUPPORT EXPERIENCE.
 WORK WITH FUNCTIONAL RESOURCES WITH VERY DIVERSE BUSINESS REQUIREMENTS AND TECHNICAL KNOWLEDGE
 ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE CONTACTED IN THE COURSE OF WORK
 PROVIDE LEADERSHIP IN THE DEVELOPMENT OF FUNCTIONAL SKILLS IN OTHERS THROUGH ACTIVE KNOWLEDGE SHARING
 PROVIDE SOME ERP SYSTEM CONFIGURATION IN SUPPORT OF SUPPORTS BUSINESS PROCESSES

COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING
 MANAGE PROJECTS
 MAINTAIN MENTAL CAPACITY WHICH ALLOWS FOR EFFECTIVE INTERACTION AND COMMUNICATION WITH OTHERS MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED DUTIES AND RESPONSIBILITIES
 MAINTAIN EFFECTIVE AUDIO/VISUAL DISCRIMINATION AND PERCEPTION TO THE DEGREE NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF ASSIGNED DUTIES

WORKING CONDITIONS

OFFICE ENVIRONMENT; EXPOSURE TO COMPUTER SCREENS. MAY BE REQUIRED TO VISIT OFF-SITE CLIENT OFFICES.

PHYSICAL REQUIREMENTS

ESSENTIAL AND SUPPLEMENTAL FUNCTIONS MAY REQUIRE MAINTAINING PHYSICAL CONDITION NECESSARY FOR SITTING FOR PROLONGED PERIODS OF TIME; EXTENSIVE USE OF COMPUTER KEYBOARD.