

FRESNO COUNTY SUPERINTENDENT OF SCHOOLS

CLASSIFIED POSITION¹

JCN: 149
RANGE: 169
EXEMPT

BUSINESS MANAGER - ENTERPRISE RESOURCE PLANNING (ERP) SYSTEM

BASIC FUNCTION:

Under the direction of the Technology Officer for the Office of the Fresno County Superintendent of Schools (FCSS), oversee the implementation, maintenance, and optimization of the Enterprise Resource Planning (ERP) System and financial management systems; ensure ERP System effectively support the financial operations, strategic planning, and compliance requirements of the overall organization infrastructure; execute project management tasks, nurture client/user relationships and resolve issues hindering project advancement; serve as a liaison and representative for the ERP System.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

- Analyze existing or proposed projects to determine feasibility and assist in the research of new products and services.
- Assist with budget proposals drafts, submission, and management; recommend changes as necessary.
- Build and maintain strong relationships with key partners, school districts, County Office of Educations (COEs), vendors, clients/users, and project team members.
- Communicate project expectations, provide regular updates to project team members and partners, and deliver ongoing status reports to all involved parties for the purpose of documenting activities, issues, and implementation progress.
- Communicate, coordinate, and collaborate with project teams, clients/users, management, contractors, and external agencies to exchange information, coordinate activities, respond to inquiries, resolve issues and concerns, and review contract discrepancies.
- Conduct thorough testing of project components/functions and develop test cases.
- Coordinate and participate in all phases of the project lifecycle, including planning, organizing, designing, developing/building, documenting processes and guides, creating testing plans/activities, developing training plans, managing communications, overseeing deployment activities, and conducting project wrap-up activities.
- Create and execute comprehensive project plans that include scope, tasks, resources, dependencies, timelines, and status updates throughout the project's lifecycle, revising as necessary to meet changing needs and requirements.
- Define project scope, goals, and deliverables in collaboration with the Technology Officer, and assigned FCSS personnel, school districts, COEs, vendors, and users/clients; facilitate communication and collaboration between key partners.
- Design systems and applications, detailing procedures for users, preparing system and data flow diagrams, and translating problem statements into programming definitions.
- Document all phases of analysis, design, programming, implementation, and maintenance of projects; document requirement for proposed customization, upgrades, and other project activities.
- Ensure all project deliverables meet quality standards and client expectations.
- Ensure compliance with all regulatory and corporate policies during the project lifecycle.
- Ensure project team members have the necessary resources and foster a collaborative and productive team environment.
- Ensure system integrity, security, and reliability through regular monitoring and maintenance

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- Estimate resources and participants needed to achieve project goals; manage the project budget and ensure compliance with financial constraints.
- Identify and manage project dependencies, critical paths, risks, and mitigation strategies; change management procedures and processes to ensure compliance with established guidelines.
- Implement and manage project changes and interventions to achieve project outputs.
- Lead and assign tasks and responsibilities to appropriate personnel and form project/system teams; prioritize projects, develop milestones and timelines for projects/tasks.
- Lead and manage ERP System related projects, including system implementations, upgrades, and process improvement initiatives.
- Manage risks associated with the ERP System, including data security and system reliability.
- Monitor system performance benchmarks and review the work of staff assigned to projects, providing training as needed.
- Organize and facilitate project meetings to disseminate pertinent information, address issues, formulate recommendations, conduct training, and execute action plans.
- Provide timely updates to clients and users to keep them informed about the progress of their incidents, service requests, and issues.
- Resolve conflicts, project risks, and issues promptly, escalating to management when necessary.
- Serve as a representative of the ERP System.
- Attend and participate in a variety of assigned meetings, committees, conferences, in-services and/or special events.
- Comply with schedules, policies, regulations, procedures, orders, and directives of the County Superintendent.
- Exhibit professionally appropriate interpersonal skills including but not limited to tact, patience, flexibility and courtesy.
- Maintain a safe work environment.
- Operate a variety of office equipment, including but not limited to a computer and assigned software applications.
- Serve as a liaison between County Superintendent and administrators, personnel, outside organizations or the public concerning assigned area.
- Serve as a technical resource concerning assigned program, function or instructional area.
- Work collaboratively and maintain effective working relationships with others in the course of work in assigned area.

OTHER DUTIES:

- Drive a vehicle to conduct work, using own transportation.
- Perform related duties as assigned.
- Travel within Fresno County, statewide and/or nationwide.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Business process management and analysis skills, including relevant tools and techniques.
- Employment laws, codes, and regulations.
- Information technology systems and applications, including access procedures, networks, and databases.
- Project management principles for planning, scheduling, resource allocation, monitoring, and evaluation.

- Project management tools such as Atlassian Confluence, Atlassian JIRA or Microsoft Project.
- Quality control and validation techniques.
- Software development lifecycle (SDLC) and Agile methodologies.
- Training theory and practice.
- Proper English usage, grammar, spelling, punctuation and vocabulary in all forms of communication.
- State Education Code, local, state and federal laws, codes, regulations and requirements and county office organization, operations, policies and objectives as related to assigned activities and/or instructional area.
- Theoretical and technical aspects of field of specialty.

ABILITY TO:

- Adapt to change, prioritize work, and meet deadlines.
- Develop and deliver technical training and user documentation.
- Interpret and explain technical concepts to non-technical customers and staff.
- Manage data for various agencies.
- Manage project budgets and timelines effectively.
- Managing large-scale software development projects.
- Plan, set agendas, and coordinate/conduct meetings/trainings.
- Program evaluation and data collection.
- Work effectively with school districts, county offices of education, government agencies, and partners.
- Write business requirements, functional specifications, process and procedures, documentation and manuals.
- Analyze and evaluate situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Drive a vehicle to conduct work.
- Interpret, apply, and explain rules, regulations, policies and procedures.
- Maintain consistent, reasonably regular, punctual attendance consistent with federal, state and local standards.
- Safely and successfully perform essential job functions consistent with federal, state and local standards, including meeting qualitative and/or quantitative productivity standards.
- Work confidentially and with discretion.
- Work independently with minimal direction.

EDUCATION AND EXPERIENCE:

EDUCATION:

- High School Diploma, General Education Degree (GED) or State High School Proficiency certificate.
- Bachelor's degree in computer science, business administration, finance, project management, or a related field preferred.

EXPERIENCE:

- Five years of experience in project management, with a focus on an Enterprise Resource Planning System (ERP).
- Experience in managing ERP systems, preferably in an educational or governmental setting preferred.

LICENSURE AND OTHER REQUIREMENTS:

- Project Management Professional Certification (PMP) preferred.
- Valid California driver's license; when driving for work, maintain automobile liability insurance in accordance with California Insurance Code section 11580.1 or maintain other statutorily authorized financial responsibility.
- Enrollment in the California Department of Motor Vehicles Government Employer Pull Notice Program at time of hire and throughout employment with the County Superintendent.
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WORKING CONDITIONS:**ENVIRONMENT:**

- Drive a vehicle to conduct work, using own transportation.
- Office and/or school facility environment.
- Regular interruptions.
- Small and large group meetings.

PHYSICAL DEMANDS:

- Bending at the waist, kneeling or crouching; climb or balance.
- Eyesight corrected or uncorrected sufficient to read a variety of materials including but not limited to fine print.
- Hearing with or without use of hearing aid(s) sufficient to hear any conversation with others; understandable voice and speech patterns.
- Manual dexterity and coordination sufficient to operate office and/or classroom equipment.
- Sitting, standing and/or walking for extended periods of time.
- Use hands to handle and/or feel; reach with hands and arms.
- Must frequently lift, push, pull or carry up to ten (10) pounds and occasionally lift and/or move up to twenty-five (25) pounds.

The physical demands and working conditions described here are representative of those that must be met by an employee to successfully perform the essential functions of this position, subject to reasonable accommodation.

This position description may not be an exhaustive list of all duties, knowledge, or abilities associated with this classification; however, it is intended to accurately reflect the principle job elements. Related duties, knowledge, or abilities to those expressly stated may also be required for successful performance of the position.

APPROVED:

Effective: 06/07/2024