

## Job Description

**Job Title:** ERP Operations Analyst

**Supervisor:** Supervisor, Payroll & ERP  
Operations

**Position Code:** AE33, 1E33, RE33, JE33

**Pay Grade:** 42SR

**Job Classification:** Exempt

**Contract Length:** 245

### Job Summary

This is a mid-level professional administrative position responsible for working with the district's ERP system to ensure adequate system user support, training and reporting. Administers the MUNIS Dashboard features and reporting. Create and maintain a metric-driven ERP user support operational model to monitor ERP system support performance. Provide division-wide ad hoc reporting, to include operations metrics and analysis. Provide analysis and recommendations for the improvement of integrated data throughput throughout the organization. Assists in the development of policies and procedures related to ERP system operations, to include business work flow, training and user support ensuring these functions are in line with the organizational strategic objectives. Oversees the administration and support of the division Employee Self service module. This position coordinates user support efforts between the Technology Services department, ERP Operations department and Tyler MUNIS ASP and Support to facilitate incident resolution.

### Essential Duties

1. Work with division management and functional leads to ensure the setup design and ongoing administration of MUNIS Dashboard features and reporting. Provides operational and human resources data via the MUNIS Dashboard as requested while still maintaining uniform standards and proper internal controls.
2. Creates and maintains a metric-driven ERP user support operational model to analyze and make recommendations for improvement of ERP system support performance. Monitors all internal ERP system incident reports and those established with Tyler MUNIS support or ASP to ensure timely resolution.
3. Provides ERP system administration and security backup support to the ERP Database Applications Analyst.
4. Oversees the administration and support of the division Employee Self-service module.
5. Assists in the development of policies and procedures related to ERP system operations, to include business work flow, training and user support ensuring these functions are in line with the organizational strategic objectives.
6. Provides division-wide ad hoc reporting, to include operations metrics and analysis. Makes recommendations based on these findings and provide support in the change of business processes or implementation of new solutions as it relates to the ERP system.
7. Provide analysis and recommendations for the improvement of integrated data throughput throughout the organization ensuring data governance and internal control considerations are maintained while increasing the ERP data resource access to division management and other ERP system users.
8. Serves on ERP System project management team for major system enhancements to existing application software. This includes assisting with project and resource plans, risk assessment and testing of data and applications as it relates to business system operations and efficiencies.
9. Coordinates division ERP support efforts to ensure efficient and timely first and second level MUNIS Help Desk support during division operating hours. Coordinates user support efforts between the Technology Services department, ERP Operations department and Tyler MUNIS ASP and Support to facilitate incident resolution.
10. Facilitates regular division MUNIS super user group meetings to provide a forum for users to learn more about MUNIS functionality, share MUNIS experiences, find solutions to system

functionality issues or processing gaps, perform train-the-trainer training and obtain user feedback on system support and training efforts.

**Other Duties**

1. Performs any other related duties as assigned by the Supervisor II, Payroll & ERP Operations or other appropriate administrators.

**Minimum Qualifications (Knowledge, Skills and/or Abilities Required)**

Must possess a Bachelor's degree in Business Administration or Accounting preferred and/or considerable related experience in systems analysis and support. ERP systems experience a plus. Must be proficient in the use of Microsoft Word, Excel and relational database software applications reporting and development. Crystal Reports or Microsoft reporting services preferred. SQL scripting experience a plus. Must have demonstrated analysis, problem solving and decision making abilities. Must possess excellent communication and organizational skills. Ability to maintain confidentiality. Strong analytical and detail-oriented aptitude; high degree of accuracy required. Experience with systems administration and role based security preferred. Must have excellent time management skills.

**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 accommodation 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:** Assigned Staff

**Supervision Received:** Supervisor II, Payroll

*This job description in no way states or implies that these are the only duties to be performed by this employee. The ERP Operations Analyst will be required to follow any other instructions and to perform any other related duties as assigned by the Supervisor II, Payroll 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:**

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Supervisor

Date

**I acknowledge that I have received and read this job description.**

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Employee Name (Print)

Signature

Date

