



CLASS TITLE | ERP SYSTEMS SUPPORT COORDINATOR

PAY GRADE: IS-44 | www.cityoftulsa.org/pay

Class Code: 3018

Effective Date: 10/27/2023

PURPOSE OF THE CLASSIFICATION: Under general direction performs systems analysis and design, programming, and maintenance support for the Enterprise Resource Planning (ERP) system, data processing and data applications of large size and major complexity; and performs other related duties as assigned.

ESSENTIAL TASKS:

- Analyzes, designs, integrates and maintains computer applications/systems, scientific, and/or engineering needs and solutions
- Reviews proposed enhancements/maintenance tasks for impact on design integrity and to ensure maintenance of all appropriate system documentation
- Provides consulting services to the user departments concerning the satisfaction of their information and problem-solving needs through the application of advanced data processing knowledge and techniques
- Evaluates and revises existing systems and programming logic to ensure effective utilization of data processing or hardware resources and optimal performance levels
- Undertakes highly technical studies and analyses and provides recommendations, findings, and reports
- Provides for coordination role of projects including scope definition, critical path analysis, and instructing, directing, controlling and evaluating the work of others to maximize productivity and results
- Provides guidance and training to programming and systems analysis personnel and other users in developing their comprehension and use of higher-level programming, analytical concepts and techniques, and software
- Establishes and maintains operating system and/or application system backup and recovery procedures
- Provides direct supervision of Information Technology personnel assigned
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Completion of one hundred twenty (120) hours from an accredited college or university in computer science, data analysis, statistics, quantitative analysis, business analysis, applied analytics, business intelligence or other related fields; **and,**
- (b) Five (5) years of experience in data analysis **or** experience relevant to the essential tasks listed in this job description; **including,**
- (c) Experience working with SaaS based ERP Systems

Knowledge, Abilities and Skills:

Knowledge of:

- Comprehensive knowledge of methods, procedures and techniques used in systems analysis and design, and programming
- Comprehensive knowledge of state-of-the-art data processing and data communications equipment and their applications
- Considerable knowledge of accounting, statistics, and modern business methods, principles, and practices



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- Comprehensive knowledge of the current City of Tulsa's Accounts Receivable application

Ability to:

- Analyze complex issues and to formulate sound concepts
- Work independently and to solve complex programming problems
- Effectively communicate both verbally and in writing
- Program in at least two (2) generally accepted computer languages (e.g., COBOL, JCL, IE, .Net, C#, C++, etc.)
- Understand and influence the behavior of internal and external customers in order to achieve job objectives and cause action or understanding

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to sitting for extended periods of time, walking, standing, reaching, bending, kneeling, handling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver License.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting; may require some travel to various City locations to provide computer-related assistance; and may require on call after hour support for assigned production systems.

EEO Code: E-02

Group: Clerical and Administrative

Series: Data Processing and Information Services