

ERP Administrator
Job Description

Classification:	Salary, Exempt	Salary Grade:	8
Reports To:	IT Director, IT Manager or Designee	Date Created:	September 2022

General Summary:

Under general supervision, is responsible for the technical aspects of HTNA's Enterprise Resource Planning (ERP) system(s), specifically related to production control and the Quick Response Database (QRD). Supports efficient operations of the system by partnering with key contributors and end-users.

Essential Duties and Responsibilities:

- Administers ERP through analysis, design, programming, testing and deployment of software related to production control, product launches, scheduling and maintenance activities.
- Develops and maintains ERP process flow maps including responsibility matrices, master schedules and related milestone activities.
- Supports end-users of QAD including Sales, Purchasing, Materials, Finance & Accounting, Quality and manufacturing associates/leaders involved in various processes.
- Develops (?) and implements training for system users, including regular and on-going updates of system software/upgrades.
- Troubleshoots program coding issues and resolves quickly and efficiently.
- Documents and summarizes user requests, interactions and issues in order to improve overall user experience; May issue user guides, helpful updates/tips, simplified screens, custom browsers, and the like to improve efficiency.
- Manages and assists users with IDs and passwords.
- Assists with software updates, software patches and related upgrades to the program(s).
- Monitors overall performance of applications, as assigned, and evaluates performance of systems, usability, and data integrity.
- Assist with other technical issues as needed.
- Provides on-call support, including weekends/holidays, if needed.
- Ensures system requirements are met and overall functionality is optimum.
- Provides regular feedback to IT Team related to significant implementations, changes or the like.
- Performs other duties, as assigned.

Minimum Level of Education & Experience:

- Bachelor's degree in Information Technology (IT), Computer Programming or related field, or the equivalent combination of education and experience.
- Two to five years of IT experience in Enterprise Resource Planning (ERP); direct experience with QAD MFG/PRO is preferred and/or related programming.
- Automotive industry background and experience is strongly preferred.

Knowledge, Skills, and Abilities:

- Technical knowledge and experience with CyberQuery Report is preferred; Knowledge of Microsoft Windows XP/Windows 7 operating systems and current MS Office applications required. Certification in one or more ERP administrative courses preferred.
- Demonstrated ability to manage projects including deliverables, time management, positive outcomes and related reporting on time. Able to understand and operate within standard operating procedures while focusing on any issues in order to problem solve and provide solutions.

- Strong communication skills in order to partner with various cross-functional teams across the company as well as external vendors/stakeholders; Strong verbal, written and presentation skills to effectively communicate technical information for business partners to understand clearly.
- Ability to adapt to new technologies and eagerness to learn, offer solutions and provide helpful research/advice to team members.

Safety Responsibilities

- Holds and enforces safety as the number one priority for self and others.
- Promotes safety processes and procedures throughout the plant by building and reinforcing a culture of safety.
- Encourages and supports Team Members' involvement in the health and safety program.
- Holds team members accountable for their health and safety responsibilities. Actively discourages shortcuts and enforces safety policies with fairness and consistency.
- Provides continuous on-the-job instruction in safe work procedures and instructs Team Members on the proper usage and care of Personal Protective Equipment (PPE).

Supervisory Responsibility:

No supervisory responsibilities.

Environment:

Working conditions may be in a manufacturing plant on occasions; limited loud noises and minimal fluctuations in temperature, etc. as is expected in office areas.

Physical Demands:

Possible occasional lifting and/or moving objects up to 20 lbs.

Travel:

Negligible/As needed