

COUNTY OF COOK



Bureau of Human Resources
118 N. Clark Street, Room 840
Chicago IL 60602

Job Code: 7001
Job Title: Deputy Director of ERP-Operations Manager
Salary Grade: 24
Bureau: Bureau of Finance
Department: Enterprise Resource Planning
Dept. Budget #: 029
P.I.D. #: 1100659
Shakman Exempt

Characteristics of the Position

General Overview

Under the direction of the ERP Director, assumes responsibility for ensuring organizational effectiveness by providing leadership over the day-to-day office operations, and vital operations such as the ERP Competency Center and the ERP Support Services Desk. Serves as a key member on the “management team” and is intricately involved in managing the ERP project budget against contracted deliverables. Develops office policies and procedures, Project Orientation Manual, and Business Orientation Manual. Works with the ERP Competency Center to develop a curriculum that ensures that all employees and vendors complete a formal orientation process.

Key Responsibilities and Duties

Develops office policies and procedures, Project Orientation Manual, and Business Orientation Manual.

Manages IT project budgets over \$20M and contracts to ensure compliance with established audit controls.

Oversees all operational needs: including the needs of new staff, office space, PC’s and/or phone lines.

Manages access to Computer Systems, access to ERP demo system, and Business Orientation.

Manages day to day processing of accounts receivable and payable, producing reports as requested.

Assists Director and ERP Project Sponsors in creating annual organizational budget and monitoring cash flow.

Manages expense reimbursement requests.

Administers payroll, and serves as point of contact related to employee benefits.

Recommends and implements improvements to the project's financial reporting systems.

Provides recommendations on matters related to employee development, project management, contract management, performance improvement.

Contributes to short and long-term organizational planning and strategy as a member of the management team.

Develops, maintain and monitor all accounting systems and procedures capturing all billings and receipts and for the recording of all transactions.

Knowledge, Skills and Abilities

Skill in operations management, and in developing office policies and procedures, and orientation programs designed around best practices.

Ability to work with the ERP Competency Center to develop a curriculum that ensures that all employees and vendors complete a formal orientation process.

Ability to solve problems, to help promote teamwork, and to serve as an emissary on behalf of the ERP Center of Excellence.

Strong organizational skills and capable of developing Office Policies and Procedures.

Must have strong written and oral communications skills with the ability to work with department heads and Human Resources to manage the on-boarding and off-boarding of employees.

Ability to work with the ERP Project Sponsors to provide key metrics related to project performance and project budget.

Ability to solve problems, to help promote teamwork, and to serve as an emissary on behalf of the ERP Center of Excellence.

Skilled in the use of MS Excel, Access, Word, Visio, and Power Point to execute prescribed responsibilities.

Minimum Qualifications

Graduation from an accredited college or university with a Master's degree in Information Technology, Computer Science, Business Administration or related field.

Preferred Qualifications

Must have strong business and problem-solving skills. Must have IT contract management experience, and experience managing offices that support 50-100 project team members. Must have experience managing IT project budgets over \$20M and contracts to ensure compliance with established audit controls.

The duties listed are not set forth for purpose of limiting the assignment of work. They are not to be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.

Jd/kabs 6/28/11.9/14/12