

COUNTY OF COOK



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

Job Code: 7000
Job Title: Director of ERP
Salary Grade: 24
Bureau: Bureau of Finance
Department: Enterprise Resource Planning
Dept. Budget #: 029
P.I.D. #: 1100657
Shakman Exempt

Characteristics of the Position

General Overview

Under the direction of the Chief Financial Officer, responsible for contributing to the strategic plan to develop the ERP Department. Directs the delivery of work products needed to launch the ERP project, i.e. stakeholder analysis, technical assessment, business process mapping, requirements specifications and the ERP RFP. Provides the standards/best practices, workflows, forms and reporting guidelines that will be used to enable the ERP Functional Team to efficiently perform their duties and communicate project status. Directs the vendors against contracted deliverables and identifies the controls to ensure compliance with Cook County audit controls. Manages the implementation of “extended functionality” for all ERP applications. Responsible for the development and enforcement of office policy, program execution and other executive functions.

Key Responsibilities and Duties

Responsible for Project Initiation Phase which includes, developing the ERP Project Charter, completing the ERP Stakeholder Analysis, and developing Technical Assessment.

Directs Business Process Mapping and Readiness Training for business process groups.

Responsible for implementing ERP Request for Proposal (RFP) and comprehensive project plan for ERP System Integration Vendor Selection Project.

Trains team assigned to Vendor Selection Committee.

Responsible for developing the ERP Product Life Cycle Management strategy.

Prepares key performance metrics to efficiently report planned vs. actual project budget, planned vs. actual project deliverables, planned vs. actual business process improvements, and Lessons Learned to ERP Project Sponsors on a timely basis.

Designs systems documentation and integration.

Develops the “extended functionality” project management plan for each ERP application.

Knowledge, Skills and Abilities

Knowledge of enterprise resource planning (ERP) systems, Tier 1 and Tier 2 vendors.

Must possess strong leadership skills, and a proficiency in leading business process change related to a new system implementation.

Demonstrated ability to bring twenty (20) or more departments, municipalities, and vendors together to form a collaborative partnership around a large IT project.

Ability to apply project management best practices to increase the effectiveness of large project teams.

Knowledge of strategies successfully used to expedite ERP system implementations.

Knowledge of strategies used to reduce ERP project risks.

Knowledge of strategies used by municipal governments to improve ERP return-on-investment.

Ability to lead business process change related to the implementation of a new system.

Ability to develop the project staffing budget.

Skills communicating benefits of organizational change, and provides interventions, as needed, for dealing with resistance to change.

Ability to manage QA Vendor, ERP System Integration Vendor, Program Manager, Operations Manager and implementation of extended-functionality, for all ERP applications.

Minimum Qualifications

Graduation from an accredited college or university with a Bachelor's degree in Technology, Business, Finance or Engineering related field **PLUS** an equivalent amount of experience as demonstrated by number of years managing the delivery side of complex enterprise wide IT projects of a size and complexity comparable to Cook County.

Preferred Qualifications

Graduation from an accredited college or university with a Master's degree in Technology, Business, Finance, or Engineering related field. Strong business and problem solving skills. Previous ERP planning experience with Tier 1 and Tier 2 vendors. Solid track record for managing large complex ERP implementations for organizations of comparable scale to Cook County.

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.

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.

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

COUNTY OF COOK



Bureau of Human Resources

118 N. Clark Street, Room 840
Chicago IL 60602

Job Code: 7002
Job Title: Deputy Director of ERP-Program Manager
Salary Grade: 24
Bureau: Bureau of Finance
Department: Enterprise Resource Planning
Dept. Budget #: 029
P.I.D. #: 1100658
Shakman Exempt

Characteristics of the Position

General Overview

Under the direction of the ERP Director, simultaneously manages a number of large enterprise wide projects that involve many layers, hardware, software, integrated applications, database conversions, system interfaces, project teams that work multiple shifts, and/or physical locations. Implements large projects and/or system dispositions that involve project teams consisting of more than 50 people in PMI project management standards, and SDLC system development life cycle standards. Oversees comprehensive project management planning, and develops plans that consist of 20,000 project tasks. Communicates complex projects in order to effectively convey task assignments, dependencies, milestones, work breakdown structures, and critical paths. Consistently delivers quality projects on time and on budget.

Key Responsibilities and Duties

Responsible for managing the Functional Implementation Teams (FIT), completing specific deliverables, and performance measures.

Averts risk and effectively applies PMI processes, and the tool sets which allow their project teams to efficiently perform their duties from Project Initiation to Closeout.

Keeps large projects on course, develops forms and reports needed to accurately track project status including actual vs planned project deliverables, resource utilization, Earned Value, budget absorption, change requests, employee performance, etc.

Facilitates planning, quality assurance meetings, and cross functional project team meetings.

Reviews, validates, and submits recommendations related to the following: business process workflows, descriptions, business process improvements, functional requirements, technical requirements, Ordinances, policies and procedures, collective bargaining agreements, and business rules.

Processes flow(s) related to the approval of the project management plan, design phase, and change orders.

Knowledge, Skills and Abilities

Must have successfully managed a number of large enterprise wide projects, and have the ability to manage multiple projects at the same time.

Excellent organizational skills and ability to manage projects that involve many layers.

Ability to manage hardware, software, integrated applications, database conversions, system interfaces, project teams that work multiple shifts, and projects that involve multiple physical locations, etc.

Ability to lead and promote PMI and SDLC standards.

Skill in demonstrating excellence through inclusion, teamwork, collaboration, knowledge transfer/training, and positive working relationships.

Ability to simplify the communications of complex projects in order to effectively convey task assignments, dependencies, milestones, work breakdown structures, and critical paths.

Skill in keeping large projects on course, and ability to develop and manage the abundance of forms and reports as required.

Knowledge of strategies successfully used to expedite ERP system implementations.

Knowledge of strategies used to reduce ERP project risks.

Skill and proficiency in PMI project management standards, and SDLC system development life cycle standards.

Skill and proficiency in MS Project, Visio, Excel, Access and Power Point. Experience using MS SharePoint and Nintex, as evidenced by sample work products.

Minimum Qualifications

Graduation from an accredited college or university with a Bachelor's degree in an engineering, information technology or business field. Must have a minimum of three (3) years' experience as a Program Manager.

Preferred Qualifications

Successfully managed a large project implementation and/or system disposition that involved project teams consisting of more than 50 people. Proficiency in PMI project management standards, and SDLC system development life cycle standards.

Proficiency in MS Project, Visio, Excel, Access and Power Point. Experience using MS SharePoint and Nintex, as evidenced by sample work products. Preferred, certifications PMP, or IPM, or CPA, or CISSP.

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Kabs/jd 6/28/12 .9/14/12