



**TITLE:** ERP Supervisor

**DEPARTMENT:** Information Technology

**REPORTS TO:** Director of IT and Facilities

**COMPENSATION:** Competitive wages based on experience

**BENEFITS:** Medical, dental, vision, life insurance, short and long term disability insurance, paid time off package, 401k with company contribution, FSA or HSA options, educational assistance, dependent scholarship program, onsite fitness center, and much more!

**Job Summary:**

- The ERP Supervisor reports to the Director of IT and Facilities and is responsible for all ERP, Database, and web storefront integration. Provides direct supervision to ERP Programmer/Analysts and consultants. Creates performance goals and completes performance appraisals. Works with all departments to monitor the effectiveness of ERP related functionality. Works closely with the IT Infrastructure supervisor to ensure alignment and support of departmental objectives and metrics as well as strategic objectives. This position is “hands on” and, although many tasks will be delegated to subordinate staff, it is expected that the supervisor can handle administrative duties that are critical to business operations. As such, the supervisor will be required to keep their technical skillset current.

**Job Responsibilities:**

- Leads IT department and cross-functional projects as required
- Creates and monitors performance goals for direct reports
- Completes performance appraisals for direct reports
- Reviews ERP vendor support contracts annually to control costs and identify service improvement opportunities
- Monitors KACE Service Desk queue to ensure staff are adhering to controlled Acute Support request process
- Monitors KACE Customer Satisfaction surveys and incorporates feedback into performance appraisals
- Researches ERP system upgrades and new modules to improve reliability and business process flow
- Recommends and implements technology in support of employee enablement
- Recommends and completes technical training annually to keep technical skillsets current
- Contributes to the identification and achievement of operational metrics for the IT department
- Ensures organization is prepared for major changes in ERP system and related services
- Stays current on emerging IT trends, particularly related to ERP, Database and Software Development
- Provides technical direction to ERP staff
- Provides Tier 3 technical support when necessary
- Leads weekly ERP group status meetings

**Position Requirements:**

- Bachelors degree in an Information Technology related field,
- 3-5 years' experience administering and developing for CSI (CloudSuite Industrial) or Syteline 8 or higher or comparable ERP system



- 2-3 years' experience operating in a lead technical role and mentoring junior staff
- 2-3 years' experience directly supervising technical staff
- Demonstrated success in IT project management
- Solid written and verbal communication skills

**Preferred Skills and Experience:**

- .NET development
- MS SQL Server design, administration and development
- MS SQL Server Reporting Services (SSRS) report development
- Doc-Trak, DateViews and Workbenches
- Ability to meet tight deadlines with high quality requirements
- Task management and prioritization skills
- Strong interpersonal communication skills

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