
ERP Specialist (Level 6)

Background

Created in 2007, the Canadian Partnership Against Cancer (“the Partnership”) is an independent organization funded by the federal government to accelerate action on a national cancer control strategy. The Partnership collaborates with a variety of experts, organizations and stakeholders across the country to harness the best of what is working well to control cancer and to effectively implement this strategy coast to coast. With our partners, the Partnership shares the common goals of reducing the risk of cancer, lessening the likelihood of Canadians dying from cancer and enhancing quality of life for those affected by cancer.

With ongoing funding in our third mandate, our vision is to continue to lead, learn and take action on the growing body of evidence and knowledge about cancer prevention and care. With a focused approach, the Partnership will execute its strategic priorities, tangibly measure and demonstrate the impact of how its pan-Canadian cancer control strategy has reduced the burden of cancer on Canadians.

This position is part of the Finance and Corporate Services Division of the Partnership which also includes Partner and Vendor Services, Delivery Management, IT and Administration. This Division is responsible for ensuring the Partnership maintains the secure technical, operational, infrastructure and day-to-day capabilities necessary to achieve its cancer control outcomes within budget.

Overview of Role

This role supports the on-going development and operations of the Partnership’s Corporate IT systems and processes. This includes working with both business and technical teams to document business requirements, ensure solutions that are developed meet business requirements, write and execute test plans, systems analysis, and day-to-day operational support. A key area of focus of this role will be the responsibility of supporting the Partnership’s ERP system (Unit 4 Business World) as it pertains to finance, partner and vendor services, budgeting, delivery management and human resources. This includes system administration, maintenance, security, troubleshooting and problem solving in order to improve end-user functionality and maximize performance. The position will also be responsible for translating business needs and implementing application configuration settings and enterprise level query/report outputs as well as overall training and staff support for the application.

Mandate Specific Accountabilities

- Lead the use and adoption of the Partnership's ERP system Unit 4 Business World (formerly Agresso):
 - Provide functional expertise in relation to system administration & maintenance as well as reproduce, isolate, fix, and/or escalate issues as required
 - Collaborate with cross functional teams to scope, design, implement and manage key system requirements and enhancements.
 - Contribute to the ongoing business process development and configuration changes so that the ERP system and related processes are continually improved to effectively support the Partnership's operations securely and support the programs to achieve their cancer control outcomes
 - Plan, develop, test, and implement approved upgrades, enhancement and solutions to the ERP system in collaboration with vendors as needed
 - Support staff by being available to answer system functionality and business process questions and by providing responses to end-user requests for business process help, basic system navigation questions
 - Support the design, development and maintenance of system reports, enterprise level reports, and queries to meet operational and business requirements
 - Identifies end-user system training needs and collaborates with various cross functional super users in developing and maintaining training material
 - Providing ongoing guidance and help users understand and adopt system and system changes including communication messages on system changes and updates
- Act as a key contributor to the development and documentation of business requirements to support new functionality enhancements and services for all Corporate IT systems.
- Support the development of test cases and work closely with the Quality Analyst and technical team on test case execution to ensure a high level of quality of the Partnership's Corporate IT systems.
- Work with cross-functional teams members to analyze business needs and formulate solutions.
- Support the use of project management methodology by providing analytic support to evaluate progress on all projects, and their impact following implementation.
- Develop technical, business process and procedural documentation as it related to Corporate IT systems.
- Ensure change management is incorporated into any changes to Corporate IT systems or processes.
- Contribute to analysis, testing and documentation for Business Continuity/Disaster Recovery exercises.
- Assist the Manager, Business Analysis & Quality Assurance and Director, IT as needed.

General Accountabilities

- Drive innovation and culture change by delivering accelerated impact and reinforcing a collaborative culture
- Accountability for collaboration across divisions and portfolios
- Support Manager/Director Accountabilities, strategic priorities and core enabling functions
- Responsible for supporting division strategy and goals, allocating resources and delivering results on time and within budget

Division of Time by Area of Accountability

Delivering Core Mandate: 55-60%

Driving Collaboration: 30-35%

Supporting Manager/Director: 10-15%

Essential Skills and Attributes

- Proven ability to analyze ERP system change requests and deficiencies, identify opportunities and propose credible solutions and plans to enhance ERP processes and reporting
- Highly effective at business requirements elicitation, documentation, and analysis skills.
- Proven analytical skills, including using analysis to ensure business requirements are aligned with system solutions, and supporting project management activity using tools such as Microsoft Project, Word, and Excel.
- Effective communication, facilitation, and presentation skills which are adapted for various audiences
- Excellent interpersonal skills and an ability to build and maintain relationships with team members, stakeholders and business partners
- Takes initiative and can work independently with a strong team work philosophy and approach
- Demonstrated ability to maintain a positive attitude and remain results focused in a dynamic environment
- Ability to explain complex technical ideas in a simple and understandable format
- Strong written skills and an ability to produce high quality documentation
- Project management and organization skills
- Foster cooperation, empathy and effective communication to be able to translate issues both to IT and the user community to affect resolutions
- Ability to proactively anticipate, lead and respond to change.
- Ability to work well under pressure

Experience and Education

- Bachelor's Degree or Diploma in Computer Science, Information Technology or related business degree
- A minimum 5 years in ERP system administration and support, troubleshooting, problem solving and reporting
- Experience with maintaining the configuration of complex enterprise-level applications and related processes
- Experience with Unit 4 Business World ERP Software with strong experience in its various modules is preferred
- Familiar with project management methodology and business analysis desired
- Demonstrable experience analyzing and documenting complex business processes, and writing business requirements for IT systems
- Experience with Software Development Life Cycle
- Strong technical expertise and strong track record successfully executing ERP projects to enhance business
- Experience related to Information Systems including knowledge in finance, project management, procurement and HR is an asset
- Strong understanding of relational database concepts and database query writing in SQL is an asset
- Experience using Unit 4 Business World to build reports and analysis through browser inquiries, custom SQL queries and the Excel Add-On Excelerator, while ensuring the integrity of the data model is a strong asset