CLASS SPECIFICATION
SAP Support Manager

FLSA Status: Exempt
Union Representation: Nonrepresented/Exempt from Civil Service

GENERAL PURPOSE

Under general policy direction, manages the Enterprise Business Solution (EBS) Division which operates, maintains and enhances the City's SAP system; provides leadership, vision and direction; facilitates the collaborative utilization and expansion of the system; evaluates emerging business needs and emerging technologies to produce maximum return on the City's enterprise technology investment; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

SAP is the City's enterprise resources planning system, a complex multi-faceted computer system that supports purchasing, human resources, payroll, finance and other management areas on a citywide basis. The SAP Support Manager has overall responsibility for the operation, maintenance, ongoing support and further development of the city's SAP system and services provided to all City customers. This position reports to the Chief Administrative Officer (CAO). Responsibilities are broad and strategic and are evaluated in terms of overall operational and fiscal effectiveness.

The SAP Support Manager is distinguished from information technology managers in that the incumbent in this class is manages a unique team of EBS support staff and has matrix management of information technology support staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, organizes, controls, integrates and evaluates the work of the assigned division; develops, implements and monitors work plans to achieve division mission, goals and performance measures; directs the development of and monitors performance against the annual division budget; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve City and bureau goals, objectives and performance measures consistent with the City's quality and customer service expectations.

2. Plans, organizes, directs and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; takes disciplinary action, up to

and including termination, to address performance deficiencies, in accordance with City Charter, Code, human resources policies and labor contract agreements.

3. Develops and retains highly competent, service-oriented staff through selection, compensation, training and day-to-day management practices that support the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.

4. Manages the operation, maintenance and ongoing support of the City's SAP system; oversees daily SAP operations, including break-fix work, application support issue resolution and end user training; collaborates with bureau customers, peers and consultants to provide customer service and responsive problem resolution; utilizes internal teams and external vendor support; provides leadership, vision and direction for ongoing support; ensures alignment with City business objectives and priorities; establishes and monitors benchmarks to evaluate effectiveness and efficiency of SAP system operations and related business processes within the City; communicates status of the system to management and stakeholders.

5. Manages the scope of work executed by the EBS Division; collaborates with and builds consensus among a wide variety of customer bureaus with differing business needs and priorities; develops and negotiates service level agreements with customer Bureaus; facilitates the EBS governing structure; supports the Executive Steering Committee and the Advisory Committee; promotes a highly functioning model for EBS governance.

6. Formulates EBS Division on-going operational and project governing policies, such as minimizing customization and complexity, requiring SAP as the system of choice for new applications, and policies on the standardization of business processes; establishes training requirements for system access; establishes and adheres to SAP operating principles, procedures and protocols.

7. Leads contract negotiations with ERP vendors, conractors and consultants; develops, issues and evaluates request for proposal documents for selection of professional service contracts; monitors contracted services for quality and compliance with City standards; approves payments.

8. Partners with the Bureau of Technology Services (BTS) to insure the SAP environment is operational to meet the City's business needs; develops and negotiates service level agreements for systems, applications and help desk support.

9. Identifies and maximizes opportunities to leverage SAP technology to continually improve business processes and support critical strategies; works with City leadership, business process owners and business stakeholders; leads and participates in the analysis and redesign of business processes to improve efficiency of City and SAP operations; researches and evaluates alternatives; recommends appriopriate solutions.

10. Works with Bureau Directors and managers to evaluate existing and emerging business requirements and examine the feasibility of approaches to meeting these requirements; recommends approaches and action plans that will meet requirements and maximize return on technology investment.

11. Remains current on trends and deveopments in ERP technology as they apply to formulation of business solutions to corporate enterprise objectives; maintains in-depth awareness of SAP product suite roadmaps and functionality, best practices and trends and decisions.

12. Plans and directs system enhancement and expansion projects; formulates overall project scope, objectives, goals and budget; identifies and recommends solutions to project resource requirements; plans, organizes and evaluates work activities to meet overall project goals and objectives.

13. Provides consultation, guidance and assistance to the Chief Administrative Office and other OMF leadership team members on ERP issues.

14. Maintains positive working relationships with City leaders, bureau directors and staff, consultants and vendors; represents the EBS Division in City meetings with professional organizations, employee organizations and the public; presents information to Council.

MINIMUM QUALIFICATIONS

Knowledge of:
1. Management of a complex information system in a large complex government orgainization.

2. Thorough knowledge of SAP products, modules, roadmaps and functionality as an enterprise resource planning system

3. Methods and techniques of evaluating business needs and developing ERP systems solutions.

4. In-depth knowledge and experience in communication principles and practices, including collaboration, negotiation, public speaking, verbal, written and listening skills;

5. Principles and practices of project management and change management.

6. Principles and practices of responsive customer service and internal consulting.

7. Principles and practices of developing teams, motivating employees and managing in a team environment.

8. Principles and practices of budgeting, contracting, purchasing.

9. Maintenance of public records.

10. Administrative principles and practices, including goal setting, program development, implementation and evaluation, and the supervision of employees.

Ability to:

1. Collaborate, negotiate and build consensus among a wide variety of customers with differing business needs. Facilitate effective group meetings.

2. Lead and motivate a diverse team of business and technical professionals.

3. Lead strategic business and technology planning and implementation.

4. Provide a poised, professional presence in communicating to diverse audiences, including City employees, managers, customers, elected officials, media and the public. Present information in an articulate, concise and direct manner. Communicate technical information to a wide variety of audiences clearly concisely, both orally and in writing.

5. Plan, organize, supervise, review and evaluate the work of others and management a highly technical staff maximizing staff effectiveness and aligning activities with overall organizational goals.

6. Collaboratively identify solutions to technical problems.

7. Develop and implement goals, objectives, policies, procedures and work standards.

8. Establish and maintaining effective working relationships with a wide variety of City staff, elected officials, consultants and vendors.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in computer science, business administration, public administration or a closely related field; and at least seven years of progressively responsible information systems experience, at least three of which were in a management capacity; or an equivalent combination of training and experience. Experience in a governmental setting is preferred. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:
Adopted: 10-14-2009
Revised: