

Position: Business Services Team Manager

Experience: Min. 10 Years

Location: Colorado, USA

No. of Positions: 2

JOB DESCRIPTION

Position Summary:

Business Service Team (BST) Manager is responsible for the global identification, delivery, and maintenance of technology solutions in support of our client and its support units. Leads and develops a team of project managers, business system analysts, programmers, and other resources to successfully deliver business system solutions to various business functions, departments and operations throughout the world.

Supervisor Responsibilities:

This position has formal supervisory responsibilities over other employees.

Essential Duties and Responsibilities:

- Functional and technical lead of JD Edwards ERP system (V9.2): Finance (AR, AP, GL, etc.), Production/Mfg., Supply Chain, Maintenance, etc.
- Manage internal and vendor resources/services for CNC, database, tools release and upgrade and other elements of the technical environment (set-up, configuration, maintenance, trouble-shooting, package builds, performance monitoring, etc.)
- Implement, train and support BST and key Business Partner personnel in the use of JD Edwards tools (e.g., composed pages, orchestrator, notifications). Current version is 9.2.2.
- Implement and maintain critical interfaces (e.g., banking, HR, procurement, warehouse/bar coding systems and data warehouse systems)
- Support reconfiguration and modification of the JD Edwards system to enhance business performance, security and reliability.
- **Works closely with the WCC business community to develop a thorough understanding of their business needs and proactively identify opportunities to leverage technology in meeting the business strategy.**
- Lead discussions with business partners to generate continual process improvements to both the systems and the associated processes to maximize efficiency and reliability.

- Provide guidance as well as direct participation in multiple projects including implementing new functionality, upgrading existing functionality or software evaluation and selection.

- Oversee critical ERP related activities for month-end, quarter-end and year end.
- Participate in maintaining and testing policies, procedures and standards to ensure that system controls can be relied upon for SOX requirements.
- Oversee BST staff in the performance of multiple instances of project management, business analysis, process redesign/improvement, application systems development, and systems maintenance in accordance with set goals and objectives.
- Direct the development of strategic approaches to project management, application development and maintenance including new techniques, methods, processes, and tools.
- Responsible for high level projects to be completed on time, within budget and stated scope, and ensure the risk is proactively identified and mitigated to the extent reasonable.
- Perform related work as required.

JOB REQUIREMENTS

Performance Requirements:

Expert JD Edwards technical knowledge, polished interpersonal skills, and strong personnel management skills are critical to the success of this position. The successful applicant will show initiative, problem solving and decision making skills. They will have an excellent track record at establishing priorities and coordinating work activities between IT and business partners. Excellent verbal and written communication skills, the ability to work in a fast paced environment and handle multiple projects simultaneously to meet critical deadlines are also key requirements.

Ability to analyze processes and functional requirements to identify inefficiencies and propose solutions. Ability to follow both verbal and/or written policies, procedures, and instructions. Ability to prepare and present accurate and reliable reports containing findings and recommendations. Ability to use logical and creative thought processes to develop solutions according to written specifications and/or verbal instructions. Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines.

Typical Physical Demands:

Requires prolonged sitting, some bending, stooping and stretching. Requires constant data input for extended periods of time without leaving the work area. Occasionally lifting files or paper weighing up to 30 pounds. Requires eye-hand coordination and manual dexterity sufficient to operate a keyboard, photocopier, telephone, calculator, and other office equipment. Requires normal range of hearing and eyesight to record, prepare, and communicate appropriate reports. Requires mobility sufficient to travel.

Typical Working Conditions:

Normal office environment. Occasional evening or weekend work.

Education and Experience:

- Bachelors Degree from an accredited college or university with a major in a Computer Systems Technology related field or the equivalent in training/diplomas and experience.
- Minimum 10 years of related work experience.

Licenses, Registration, and Certifications:

JD Edwards Certifications in any area preferred.

Project Management training and certification preferred. (e.g., PMI, certified agile practitioner).

Business Analysis training and certifications preferred.

Skills/Competencies

- Analytical.
- Problem solving.
- Communication.

Please share your updated Resume to Mail ID: resumes@prodesigntek.com (or) hr@prodesigntek.com.

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