



AN AFFIRMATIVE ACTION/EQUAL OPPORTUNITY EMPLOYER
The City of Stamford is an equal opportunity/affirmative action employer
and strongly encourages the applications of women, minorities, and persons with disabilities

OPEN COMPETITIVE EXAMINATION No. 24- 35

ERP COORDINATOR

Salary Range: \$45.6852 - \$53.9607 Per Hour

DUTIES: Under general supervision, the ERP Coordinator is responsible for providing technical support and assistance to users of the City's ERP systems. The ERP Coordinator will be the main point of contact between the City and vendors who provide ERP and related systems to the City. The ERP Coordinator will serve as the chair of the ERP Steering Committee. This committee, which includes the staff who "own" various modules or components of the ERP system, is established in our ERP Governance Policy. It approves routine changes to the system such as new roles, implementing technical upgrades, workflow changes. This role also includes collaborating with various departments, troubleshooting issues, implementing system enhancements, training users, and ensuring the smooth operation of ERP software applications.

MINIMUM QUALIFICATION REQUIREMENTS: Associate's degree in computer science, Information Systems, or related field with two (2) or more years in supporting and administering ERP systems, such as SAP, Oracle, or similar platform or an equivalent combination of education, training, and experience.

SCOPE OF EXAMINATION: There will not be an examination. Candidates will be evaluated based on education, knowledge, and experience.

APPLICATION PROCESS: Interested candidates should submit a completed City of Stamford Employment Application and Application Supplement "24-35" to hrrecruiting@stamfordct.gov or mailed to 888 Washington Boulevard, Stamford, Connecticut 06904. Applications can be obtained at www.stamfordct.gov. This position is open until filled.

PLEASE NOTE: All applications **MUST BE COMPLETELY FILLED OUT**, even if submitting a resume, including but not limited to: (1) Position applying for (2) Employment history including dates (month & year) and reasons for leaving a position ("**See Attached Resume**" is not acceptable) **Applications with missing information will be considered incomplete and will not be processed.** Applications of candidates who do not meet the stated position requirements will not be considered.

The Human Resources Department provides reasonable accommodation to persons with disabilities in accordance with the Americans with Disabilities Act and its Amendments (ADA/ADAAA). If you need an accommodation in the application or testing process, please contact the Human Resources Division.

Issued: 07/12/2024

EMPLOYMENT BENEFITS:

- Health Plan and Hospitalization
- Paid Vacations and Holidays
- Retirement Plan
- Group Life Insurance
- Sick Leave

VETERAN'S PREFERENCE:

Preferential Points may be given to Eligible Veterans. Check with the Department of Human Resources.

Applications are obtained from and submitted to
DEPARTMENT OF HUMAN RESOURCES

CITY OF STAMFORD
888 WASHINGTON BOULEVARD
STAMFORD, CONNECTICUT 06904
TELEPHONE (203) 977-4070
www.stamfordct.gov

General Conditions for Job Announcements and
Civil Service Information can be viewed at
www.stamfordct.gov

CHANGE OF ADDRESS:

It is your responsibility to notify the
Department of Human Resources of
any Change of Address on your
application

PERSONNEL COMMISSION

Marc Teichman
Stuart Adelberg
Lynn Arnow
Elizabeth Main
Jaclyn Williams

City of Stamford

CLASS SPECIFICATION

Job Title: ERP Coordinator

Job Summary: Under general supervision, the ERP Coordinator is responsible for providing technical support and assistance to users of the City's ERP systems. The ERP Coordinator will be the main point of contact between the City and vendors who provide ERP and related systems to the City.

The ERP Coordinator will serve as the chair of the ERP Steering Committee. This committee, which includes the staff who "own" various modules or components of the ERP system, is established in our ERP Governance Policy. It approves routine changes to the system such as new roles, implementing technical upgrades, workflow changes, and.

This role also includes collaborating with various departments, troubleshooting issues, implementing system enhancements, training users, and ensuring the smooth operation of ERP software applications.

Supervision Received: Reports to the Director of Administration or the Director's designee.

Supervision Exercised: May supervise or direct other staff.

Examples of Duties:

- Responsible for training ERP new users and/or providing additional training as needed.
- Respond to user inquiries and troubleshoot issues related to the ERP software.
- Diagnose and resolve technical problems, including system errors, data discrepancies, and performance issues.
- Collaborate with vendors and City IT team to resolve complex technical issues.
- Monitor system performance and identify opportunities for optimization.
- Collaborate with ERP vendors to implement system enhancements and customizations.
- Conduct testing of ERP system changes, upgrades, and customizations to ensure quality and compatibility.
- Collaborate with cross-functional teams, including IT and software vendor, to support ERP initiatives.
- Communicate effectively with end users to gather requirements, provide updates, and solicit feedback.

- Participates in appropriate implementation project activities required to gain knowledge of the ERP based software solution and aligning business processes.
- Assists in assessing impacts of and process changes and software solutions on the organization as a whole and on persons with specified roles within the organization.
- Collaborates in the development and delivery of training content to support learning for users, including planning and scheduling of training sessions.
- Delivers training in a variety of formats and venues to meet the needs of diverse learning styles.
- Performs related work as required.

Knowledge, Skills, and Abilities:

- In-depth understanding of ERP systems such as SAP, Oracle, Microsoft Dynamics, or similar platforms.
- Knowledge of troubleshooting methodologies to diagnose and resolve technical issues.
- Good knowledge of system administration, including software installation, configuration, and upgrading within ERP environments and related cloud-based products.
- Strong analytical and problem-solving skills in troubleshooting technical issues, identifying root causes, and implementing effective solutions.
- Excellent verbal and written communication skills to interact with users, IT teams, and other stakeholders.
- Ability to convey technical information clearly and understandably.
- Ability to collaborate effectively with cross-functional teams to support ERP initiatives and resolve issues.
- Effective time management and prioritization skills to manage multiple tasks and meet deadlines.
- Ability to adapt to changes in technology, business processes, and organizational priorities.
- Strong attention to detail to ensure accuracy in data analysis, system configuration, and documentation.
- Knowledge of customer service principles and practices.
- Ability to build positive relationships and work collaboratively with colleagues, supervisors, and stakeholders.

Minimum Qualifications: Associate Degree in computer science, Information Systems, or related field with two (2) or more years in supporting and administering ERP systems, such as SAP, Oracle, or similar platform or an equivalent combination of education, training, and experience.

NOTE: Relevant certifications (e.g. SAP Certified Application Association) are a plus.

RECORD OF EDUCATION

<i>TYPE OF SCHOOL</i>	<i>NAME OF SCHOOL AND CITY/STATE</i>	<i>DATES ATTENDED</i>	<i>COURSE OF STUDY (Major/Minor)</i>	<i>GRADUATED (Yes/No)</i>	<i>DEGREE, DIPLOMA, G.E.D., AND CERTIFICATE OR CREDITS COMPLETED</i>
<i>HIGH SCHOOL</i>					
<i>COLLEGE OR UNIVERSITY</i>					
<i>COLLEGE OR UNIVERSITY</i>					
<i>COLLEGE OR UNIVERSITY</i>					

Other Training/Certifications (special courses, work training programs, armed forces training) related to the job for which you are applying. Give name and location where training was given, dates attended, subject to training, number of hours weekly and other details.

Summarize any other Special skills or Abilities relating to the job you are applying for, such as licenses, machines you operate, languages you speak, read and write well, computer skills and any other special abilities or knowledge.

EMPLOYMENT HISTORY

List below ALL present and past employment. **BEGIN WITH YOUR MOST RECENT EMPLOYMENT AND WORK BACKWARDS CONSECUTIVELY.** Applicants may be required to furnish satisfactory proof of employment history claimed. Use additional pages if necessary. Resumes may be included with a **completed application**.

Name of Employer _____ Dates of Employment _____

From/To

Employer Address _____ #of hour per week _____

Your most recent position (Title) _____

Supervisor's Name _____ Reason for leaving _____

Describe your duties: (please provide detail sufficient for the examiner to determine if you meet the requirements of the job for which you are applying).

Name of Employer _____ Dates of Employment _____

From/To

Employer Address _____ #of hour per week _____

Your most recent position (Title) _____

Supervisor's Name _____ Reason for leaving _____

Describe your duties: (please provide detail sufficient for the examiner to determine if you meet the requirements of the job for which you are applying).

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Name of Employer _____ Dates of Employment _____
From/To

Employer Address _____ #of hour per week _____

Your most recent position (Title) _____

Supervisor's Name _____ Reason for leaving _____

Describe your duties: (please provide detail sufficient for the examiner to determine if you meet the requirements of the job for which you are applying).

Do you have any objections to the Human Resources Division verifying your work experience and/or educational qualifications?

- A. Your former employer? Yes No
- B. Your present employer? Yes No

I hereby authorize the City of Stamford to verify my work experience and/or educational qualifications.

Applicant's Signature _____

COMMENTS

ADA ACCOMMODATIONS IN TESTING: The City of Stamford provides reasonable accommodations for individuals with a disability during the application, examination, interview, and employment. If you need reasonable accommodation, check the box below and attach a written description of the accommodation sought. Medical documentation may be required.

I require accommodation as outlined in the attachment.

RELIGIOUS ACCOMMODATION: Most written tests are held on Saturdays. If you cannot take the test on the announced test day due to a conflict with a religious observation or practice, check the box below and submit attach an Accommodation request by the Last Date to File.

I cannot be tested on the scheduled examination date due to a conflict with a religious observance or practice.

OTHER ACCOMMODATIONS NEEDED: If you require accommodation for reasons other than religious or disability, check the box below and attach a written description of the accommodation sought.

I require special accommodation to take this examination.

* Documentation may be requested to support accommodation requests*

PRE-EMPLOYMENT STATEMENT (Read Carefully)

I certify that all statements made on or in connection with this application are true, complete, and correct to the best of my knowledge and belief. I understand that incomplete, false, inaccurate, or misleading information given in my application, interview(s) or during the course of my employment may result in the rejection of this application; withdrawal of a job offer; or discipline, up to and including termination of employment. Further, false information provided, whether willingly or accidental, may result in my immediate dismissal if employed, whenever the omission or falsehood is discovered.

I understand that this application is not a contract of employment nor is it a guarantee or indication of employment. I also understand that should I be granted an interview, the representations that may be made at the interview are not to be construed as creating any obligation, promise or contract on behalf of the City. Should I be employed by the City, in consideration of my employment, I agree to conform to the rules and policies of the City of Stamford, as they may from time to time be implemented or revised. Identification and verification of eligibility to work in the United States must be satisfied for employment.

I further understand that in consideration for employment, an investigative background report may be prepared at the request of the City of Stamford by an independent party, whereby information may be obtained from my employers (present or former), educational institutions, all branches of the U.S. Military service, and public records maintained by government agencies or others, including but not limited to criminal conviction reports, credit reports, etc. I authorize the City of Stamford and its designated representative(s) to perform this investigation, and further authorize present and former employers, references and other persons to provide information for the investigation. I also authorize the City of Stamford to receive criminal conviction records pertaining to me which may be in the files of any criminal justice agency.

I understand that acceptance for employment shall depend on satisfactory replies from my references and other background checks. In the event I receive a job offer, I also understand that I will be subject to a drug test and medical examination that I must pass before I commence work.

I have read, understood, and agree to the foregoing. I hereby authorize the City of Stamford to verify my work experience and/or qualifications

Applicant's Signature _____

APPLICANT DISCLOSURE FORM

CANDIDATE INFORMATION

It is the policy of the City of Stamford to recruit, hire and promote qualified people in all job classification regardless of age, race, sex, color, religion, national origin, marital status, veteran status or disability unless they are bona-fide occupational qualifications.

The following information is needed for compliance with governmental report requirements. While completion of this section is voluntary, we strongly urge that all applicants complete this as part of the pre-employment process. Applicants so choosing, may identify on the form that have chosen not to provide the City of Stamford with the requested information by checking the appropriate box in section four. This information will not affect in any way your employment opportunities.

GENERAL INFORMATION

Your Name _____ Date _____

Social Security Number (Last 6 digits) XXX _____

STATISTICAL INFORMATION

Race/Ethnic Identification (Please check one)	
American Indian or Alaska Native <input type="checkbox"/>	All persons having origins in any of the original peoples of North and South America (including Central America) and who maintains tribal affiliation or community attachment.
Asian <input type="checkbox"/>	All persons having origins in any of the original peoples of Far East, Southeast Asia, or the Indian Subcontinent including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand and Vietnam.
Black or African American <input type="checkbox"/>	(Not Hispanic or Latino origin). All persons having origins in any of the black racial groups of Africa.
Hispanic or Latino <input type="checkbox"/>	<input type="checkbox"/> All persons of Cuban, Mexican, Puerto Rican, Central or South America, or other Spanish culture or origin, regardless of race.
Native Hawaiian or Other Pacific Islander <input type="checkbox"/>	All persons having origins in any of the original peoples of Hawaii, Guam, Samoa, or Pacific Islands.
White <input type="checkbox"/>	(Not Hispanic or Latino origin). All persons having origins in any of the original peoples of Europe, the Middle East or North America.
Other <input type="checkbox"/>	Please Specify: _____

Job Classification

Please write the title of the position for which you are applying in the box above, using the title of Job Announcement.

Gender	
Female	<input type="checkbox"/>
Male	<input type="checkbox"/>

NON-PARTICIPATION

I have read the above statement and have chosen not to complete this form.

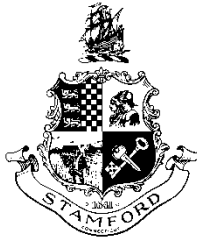
(Please check box if applicable)

RECRUITING INFORMATION

How did you hear about this job? (Please check one)

- | | |
|---------------------------------------------------------------------|---------------------------------------------------------------------|
| <input type="checkbox"/> Stamford Advocate | <input type="checkbox"/> Human Resources Division Bulletin Board |
| <input type="checkbox"/> Other newspaper:
Please give name _____ | <input type="checkbox"/> Community Agency
Please give name _____ |
| <input type="checkbox"/> City Website | <input type="checkbox"/> Professional journal _____ |
| <input type="checkbox"/> Internet
Please give name _____ | <input type="checkbox"/> Other: Please specify _____ |
| <input type="checkbox"/> City Employee | |

MAYOR
CAROLINE SIMMONS



DIRECTOR OF LEGAL AFFAIRS
&
CORPORATION COUNSEL
THOMAS CASSONE

DIRECTOR OF HUMAN RESOURCES
DR. PAULA RUSSELL NISBETT

CITY OF STAMFORD
OFFICE OF LEGAL AFFAIRS
HUMAN RESOURCES DIVISION
888 WASHINGTON BOULEVARD
P.O. BOX 10152
STAMFORD, CONNECTICUT 06904-2152
Tel. (203) 977-4070
Fax: (203)977-4075

ERP COORDINATOR

APPLICATION SUPPLEMENT #24- 35

EXPERIENCE AND TRAINING EXAMINATION

NAME _____

SOCIAL SECURITY NUMBER 000 - -
(Last six digits)

This Application Supplement and a completed "Application for Examination or Employment" must be filed with the Human Resources Division by the last filing date noted in the job announcement or bear a postmark no later than the last filing date. Information submitted after the last filing date will not be considered. Incomplete or illegible application applications/ supplements will be rejected.

The purpose of this supplement is to elicit specific information about your education and experience that can be used to determine if you meet the minimum qualification requirements. Applicants who do not meet the minimum qualifications for ERP Coordinator *will* be disqualified. Applicants are urged to carefully review the requirements before filing an application and to fully complete the application and the supplement.

Please note that any information outlined in this Training and Experience Supplement must be supported by information provided on your application for employment or Examination.

AN EOE/AA EMPLOYER

SUMMARY OF EDUCATION AND EXPERIENCE

Please note that applicants who do not meet the qualification requirements for the position of ERP Coordinator position will be disqualified. Applicants are urged to carefully review the requirements before filing an application.

1. EDUCATION:

Do you possess an Associate's Degree Yes _____ No _____ Majors _____

Do you possess a Bachelor's Degree Yes _____ No _____ Majors _____

Do you possess a Master's Degree Yes _____ No _____ Majors _____

2. EXPERIENCE:

(a) Do you possess progressively responsible experience in the supporting and administering ERP systems such as Oracle, Sap or similar platform?

Yes _____ No _____ No. of Years of Experience _____

If your response to 2(a) is a no. Do you possess any combination of education and experience as outlined above in 2(a)?

Yes _____ No _____ No. of years of experience _____

(b) Briefly describe your experience as an ERP Administrator or Coordinator. If none, please type N/A

Supplemental Questionnaire

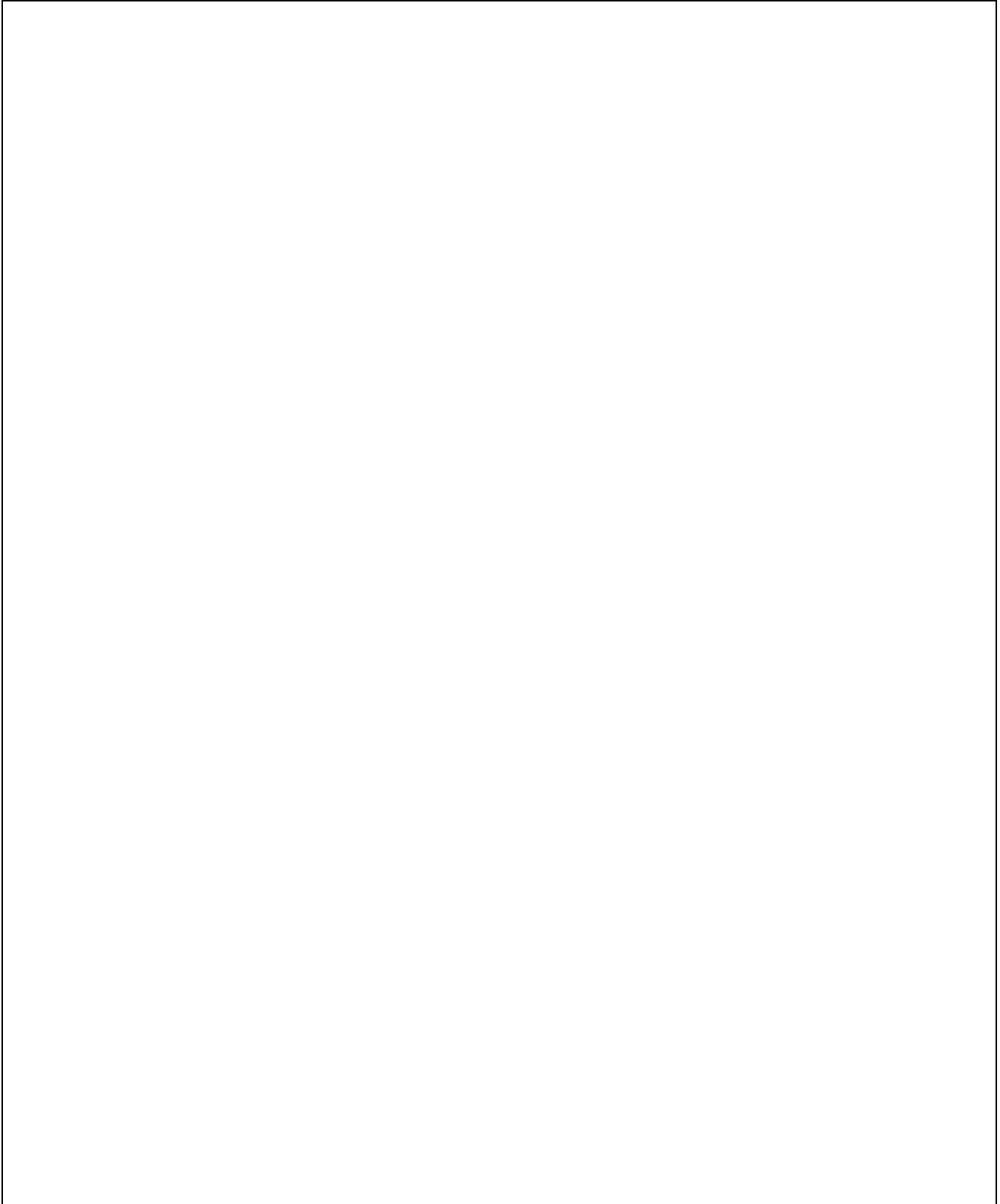
For each of the questions listed below, use the space provided to respond.

Use additional pages if necessary

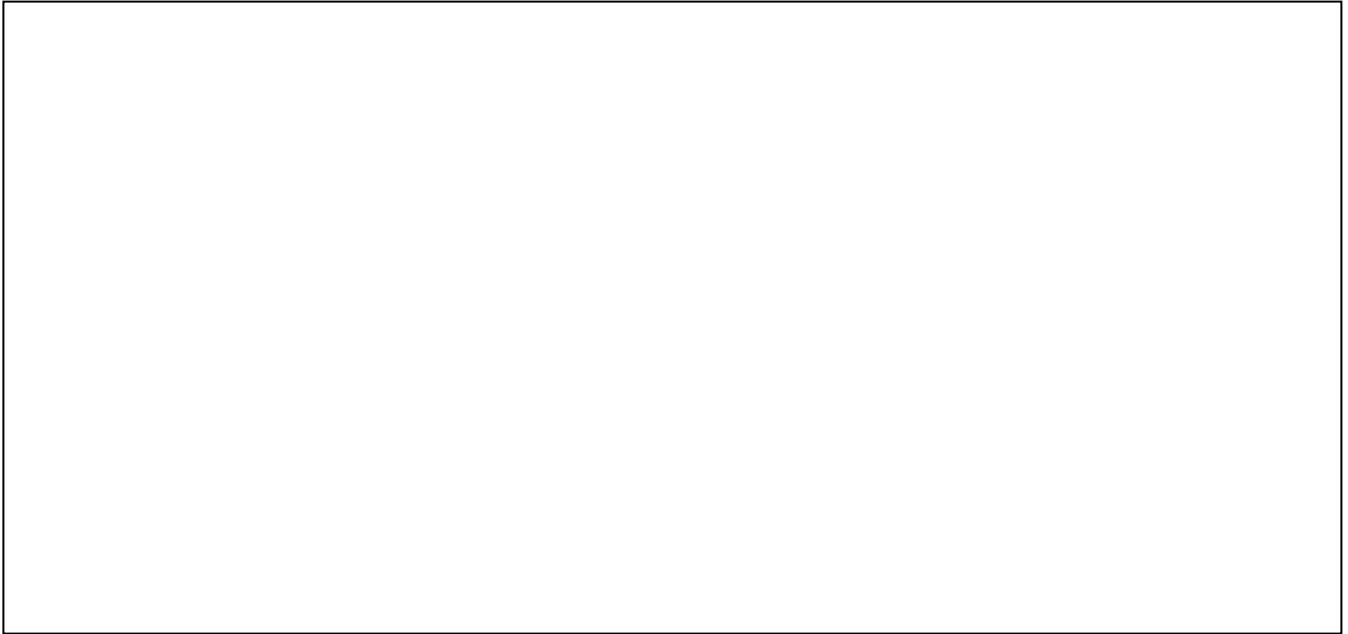
Instructions: *after reading the job description, please answer the questions that follow.* In your response, please use examples of your prior work experience and/or education.

1. Describe your knowledge of and experience in ERP Systems such as Oracle, SAP Microsoft Dynamics or Similar platforms. Please provide details about how you obtained this knowledge & experience. Please include if you have been part of implementing ERP systems.

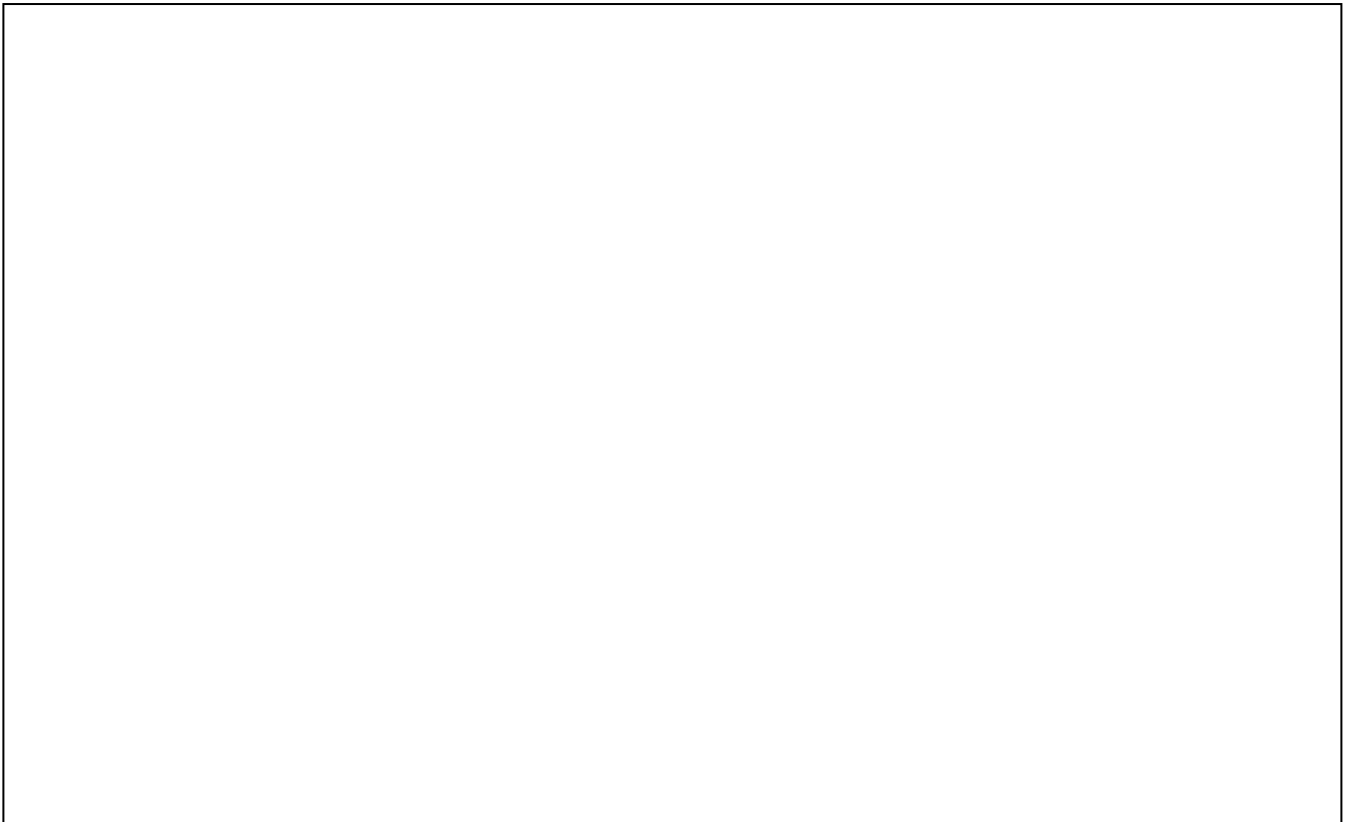
2. Describe your experience in Technology project management. Please provide detail information about your role in the management of the project.

A large, empty rectangular box with a thin black border, intended for the respondent to provide detailed information about their experience in technology project management. The box occupies most of the page below the question.

3. (a) Describe your experience training ERP users.



(b) Describe your experience trouble shooting user challenges/ errors while training ERP users.



4. This position will require the appointee to collaborate with vendors and the City Technology team to resolve complex technical issues and identify opportunities for optimization. Describe your experience in collaborating with a variety of departments/vendors and provide examples in your response.

5. This position will require the appointee to have the ability to adapt to changes in technology, business processes, and organizational priorities in an effective and efficient manner. Please explain your ability to do so and any experience you have.