JOB DESCRIPTION

Job Title: ___ERP Systems Administrator___   **Position Number:** __90-06____

Incumbent: __Vacant_____   **Effective Date:** ___May 2024__

Status: _Permanent_____ **Pay Level** _10_   **Bargaining Unit:** _X_ Yes ___ No

Supervisor's Title: __Manager, IT_____   **Department:** __Information Technology__

SUMMARY

Reporting to the IT Manager, the ERP Systems Administrator to manage and support our organization's Enterprise Resource Planning (ERP) system. The successful candidate will be responsible for maintaining and troubleshooting the ERP system, configuring, and deploying updates and enhancements, managing user accounts and permissions, and ensuring data security and compliance. This position provides support to both the network and systems functions and must be able to work in a varied fast paced environment. Flexibility is a necessity. All work shall be carried out and properly documented in accordance with Yukon Energy's policies, guidelines, and procedures.

DESCRIPTION

1. Maintain and administer the ERP system, ensuring its availability, performance, and security.

2. Designs and implements BI dashboards and reports. Develops database-driven Web interfaces for rapid, real-time information sharing.

3. Monitor system health and performance, troubleshoot issues, and implement solutions.

4. Configure and deploy updates, patches, and enhancements to the ERP system, following change management processes.

5. Manage user accounts, permissions, and access to the ERP system, ensuring compliance with security policies and regulations.

6. Collaborate with other IT teams to ensure the availability and reliability of other systems that integrate with the ERP system.

7. Performs backup support for team members when required.

8. Monitors database systems to ensure secure services with minimum downtime (SQL Server).

9. Coordinates and assists in the testing and implementation of various applications, installations, upgrades, and enhancements. Liaises with vendors. Develop and maintain technical documentation, including system configurations, procedures, and user guides.

10. Participates with the information technology group in the development and maintenance of information technology standards. Maintains and monitors guidelines and standards to ensure corporate requirements.

11. Adheres to the Corporations high safety standards by following approved safe working plans and worker administered and operator administered protection plans.

12. Maintains the confidentiality of all Corporation information. Adheres to all Corporation policies, procedures, and guidelines.

13. Other related duties.

WORKING CONDITIONS

Works primarily in an office environment on servers and workstations. Travel may be required. At times requires flexible work hours including early morning, evening and weekend work to minimize downtime on information systems during normal working hours.

EDUCATION AND EXPERIENCE

- Bachelor's degree in computer science, Information Technology, or related field.
- 3+ years of experience in ERP systems administration, with a focus on systems such as Microsoft Dynamics GP.
- Strong understanding of ERP system architecture, modules, and components.
- Familiarity with ERP system integration with other enterprise systems, such as EAM, HRIS, and financial systems
- Experience in setting up and maintaining Microsoft Online and Microsoft Cloud services.

KNOWLEDGE AND SKILLS

- Knowledge of workstation security software, databases, and backup systems as well as the architecture of clients, servers, and Internet systems.
- Solid analytical, communication and organizational skills.
- Strong client service orientation and good interpersonal skills.
- Familiarity with ERP system migration and upgrade processes.
- Knowledge of database management systems, such as Microsoft SQL Server.
- Familiarity with scripting languages, such as PowerShell or Python.
- Ability to work independently and efficiently to meet deadlines.
- Experience with the Microsoft Office 365 eco-systems including SharePoint, Power BI, Power Apps and Power automate.
- Experience in maintaining Microsoft Server in a VMWare environment.