



GLOBAL BUSINESS APPLICATIONS (ERP) MANAGER

DEPARTMENT:	Information Technology	REPORTS TO:	Global Director of IT
DIVISION:	N/A	FLSA STATUS:	Exempt
JOB CODE:	1089	EFFECTIVE DATE:	9/29/2023

JOB SUMMARY

Develop and manage Enterprise Application delivery framework and governance. Engage with and support Pyrotek's initiatives related to the Enterprise Applications space. Operate as an internal consultant and thought leader with IT professionals and business users.

QUALIFICATIONS

Education/Experience

Bachelor's Degree in Information Technology, Computer Science, or related field plus a minimum of ten (10) years progressive experience in related roles, five (5) years with ERP systems, leading and supporting teams to successful completion of complex projects; or equivalent combination of education and experience. Experience in supporting sales, procurement, manufacturing, and accounting software required.

Experience in the following areas is a plus: Systems Development Life Cycle (SDLC) and/or SCRUM/Agile development. Project Management Professional (PMP) or similar professional project management certification is a plus.

Knowledge/Skills/Abilities

Core People Skills. Ability to positively interact and work collaboratively with a diverse group of people at all levels of the organization, as well as outside the company. Genuine with high ethical standards and values, and personal integrity and honesty. Displays humility and adaptability. Entrepreneurial attitude toward work center excellence.

Communication Skills. Ability to speak clearly and persuasively in positive or negative situations, listen and obtain clarification, and respond well to questions. Proficiency in writing clearly and concisely and editing work for spelling and grammar. Ability to vary writing style to meet business needs. Ability to consult with stakeholders, explain technical details and provide exceptional customer service to users.

Flexibility/Dealing with Ambiguity. Ability to comfortably manage risk and uncertainty and work through situations that require a willingness to negotiate or compromise to arrive at the best possible solution.

Computer/Applications Skills. Proficient computer skills using a variety of software applications systems. Working knowledge of Microsoft Office Products. Ability to use Microsoft SQL Server Management Studio, SQL Server Reporting Service, and Visual Studio. Skill in using TSQL and SSRS (SQL Server Reporting Services) reporting is a plus.

System Analysis/Analytical Skills. Working knowledge of ERP business software applications and ability to effectively work with SQL Server and SSRS. Ability to define problems, collect objective data, establish facts, and draw valid conclusions to solve problems. Understanding/knowledge of database development and business processes is a plus.

Production and Process. Understanding of Quote to Cash, Procure to Pay, Supply Chain, Material Planning process flows. Basic understanding of manufacturing production processes, quality control, and other techniques for maximizing the effective manufacture and distribution of goods preferred.



Project Management Skills. Demonstrated knowledge of principals of project management, including creation of project charters, establishing goals or objectives, establishing project teams, applying comprehensive root cause analysis, implementing intervention, ensuring organizational alignment, and measuring progress and success. Excellent planning and relationship building skills. Ability to consult with middle and upper Pyrotek management for scope negotiation in a manner that upholds Pyrotek's values and reflects positively on IS.

Strategic Change Agent. Courage to make and encourage others to make difficult decisions. Ability to foster commitment to the shared mission and vision of Pyrotek and actively lead in development/execution of strategic goals and objectives related to assigned responsibility.

Leadership. Ability to build a culture of tolerance, acceptance, and civility by setting an example to team members. Ability to coach and motivate team members in planning, strategy, decision-making, teamwork, and process improvement. Ability to effectively manage team projects to completion according to schedule. Ability to foster attitudes, conditions and environments that guide teams toward excellence and a respectful, positive, transparent, and collaborative environment. Ability to develop team member skills and encourage growth, and to foster quality focus including improving product development processes and procedures.

Core Business Skills. Ability to exercise sound judgement and discretion in handling proprietary and confidential information. Ability to work independently, without significant direction and to use resources effectively to "figure it out." Strong critical thinking skills, judgment and keen attention to detail and accuracy. Exceptional prioritization, time management and organizational skills. Ability to write routine reports and correspondence.

Professional Investment. Demonstrated commitment to personal professional development and learning, as well as developing others.

Global Collaboration. Ability to work collaboratively with people from around the world.

Travel. Ability to travel by land and air up to 15% both domestically and globally. Valid driver's license and ability. US Passport, or ability to obtain required.

ESSENTIAL FUNCTIONS/RESPONSIBILITIES

1. Collaborate with IT and Business Leaders to manage, maintain and update/upgrade ERP business system and add-ons across different Pyrotek entities across the globe, to include:
 - a. Developing and managing application service delivery framework and governance.
 - b. Regularly reviewing user feedback to ensure ERP meets user needs.
 - c. Ensuring all standard procedures and best practices are documented and available to users localized for regional use.
 - d. Chairing ERP Steering Committee on a regular basis to obtain business feedback on system.
 - e. Working collaboratively with Finance to ensure ERP and financial controls are aligned.
 - f. Working collaboratively with operations to ensure ERP meets their objectives.
 - g. Participating in IT and business to ensure wider knowledge of Pyrotek IT landscape and business systems and attending global stakeholder meetings.
 - h. Encouraging consistent use of system across all regions.
 - i. Advising regions on where procedures may be out of line with global norms.
 - j. Evaluating, testing, and applying ERP application patches and upgrades while managing change management process for ERP updates/fixes into production environment.
 - k. Managing relationship with ERP vendor to discuss program issues, bug fixes and/or to request software enhancements based on business needs.
2. Ensure smooth integration and rollout of systems by coordinating closely with the affected functional areas management of ERP operations, to include:



- a. Providing budget information to IS Director, as required.
 - b. Developing ERP team's understanding of all areas of ERP system.
 - c. Reviewing and dispatching ERP Helpdesk tickets for trends and updates to training materials.
 - d. Leading and organizing the ERP User Group calls with regional ERP teams to gain user feedback and performing regular reviews to ensure system is meeting user needs.
 - e. Overseeing the ERP documentation within the defined storage system and encouraging regions to add their local procedures utilize same system.
 - f. Providing project review for regional ERP implementations, as needed and/or other assistance/involvement as directed and approved by Global IT Leadership.
3. Multitask to manage and deliver on multiple, concurrent, highly visible projects supporting business units and ensure projects are delivered within scope and within agreed upon timelines, utilizing the defined level of workforce, and established third party costs. This includes:
 - a. Successfully managing cross-project dependencies across multiple platforms and technologies.
 - b. Accurately reporting status on all such projects to stakeholders.
 - c. Staying current on development trends and changes to advise Application team on possible new functions to make use of.
 - d. Serving as a liaison with middle and upper Pyrotek management for requirements gathering in a manner that upholds Pyrotek's values and reflects positively on IS.
 4. Provide documentation and transfer of functional and process knowledge by keeping current on various published materials and training outlets, to include:
 - a. Translating the user's functional specifications into a technical specification on which the new configuration will be based.
 - b. Developing and creating process documentation as required.
 - c. Coordinating with peers and other stakeholders on issues related to Enterprise Applications.
 - d. Providing monthly key performance indicators, project status and other reporting as required.
 5. Function as second or third level support and responder per IT Service Management (ITSM).
 6. Determine the effectiveness of policies, procedures, and projects/plans. Take appropriate corrective measures when necessary.
 7. Supervise, coach support, train and develop personnel in assigned area; resolve personnel issues, redirecting complex issues to management and HR in a timely manner; directly manage team members, including assigning and reviewing work, evaluating performance/compensation, developing plans for professional growth, resolving grievances, administering disciplinary action, interviewing employment candidates, and effectively recommending hires and terminations in a timely manner. Actively promote a continuous improvement philosophy in the team.
 8. Ensure effective communication of goals, objectives, and expectations throughout assigned department/team member. Maintain the cooperation and support of team members company-wide through effective interdepartmental communication. Serve as a role model in areas such as professionalism, service orientation, agent of change, education, and commitment to organizational goals and objectives.
 9. Foster attitudes, conditions and environments that guide your team toward excellence while acting with integrity and ethics aligned with Pyrotek core values. Create a work environment that helps foster tolerance, acceptance and civility and the ability and desire of team members to act in empowered ways. Actively reward and recognize team members to reinforce accomplishments and positive outcomes.



10. Determine the effectiveness of policies, procedures and projects/plans. Take appropriate corrective measures when necessary. Identify new applications, innovations, quality and/or safety improvements and report findings/results to management. Ensure all activities and operations are performed in compliance with federal/national, state/regional and local regulations.
11. Promote positive team member and customer relations by supporting Pyrotek's commitment to a working environment of tolerance, acceptance, and civility. Respond appropriately to inquiries, concerns, and complaints by being professional, courteous, and respectful at all times.
12. Maintain regular, consistent, reliable, punctual, and predictable attendance, as required to achieve internal and external customer satisfaction.
13. Actively and positively participate in problem resolution, demonstrating constructive communication, timely response, and effective resolution skills. Work effectively within team environments both within your department and across the organization.
14. Cooperate and comply fully with all Pyrotek policies and procedures. Actively support and follow the Pyrotek Safety Program.
15. Participate in company/department meetings, training activities, continuing education programs and other associated activities.
16. Consistently promote and communicate Pyrotek's core values through work performance and excellent customer service.
17. As a member of the management team, promote and ensure compliance with Equal Employment Opportunity and Affirmative Action.
18. Perform other tasks as assigned by the manager.

PHYSICAL/SENSORY REQUIREMENTS

The following physical activities described here are representative of those required by a team member to perform the essential functions of this position. Reasonable accommodation, if feasible, will be made to enable individuals with disabilities to perform the functions of position.

While performing the duties of this job, the team member is regularly required to talk, hear, and see. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Must be able to sit for long periods-of-time, bend, and reach, use stairs, lift up to 25 pounds occasionally and communicate effectively in English by telephone, in person and in writing. Effectively use a personal computer, office equipment and telephone.



WORKING ENVIRONMENT

Generally, work in an office environment which is indoors, climate controlled and with adequate and adjustable lighting. Travel by land and air up to 15% both domestically and globally.

Team Member's Signature

Date

Manager's Signature

Date