JOB TITLE:	ERP System Administrator
DIVISION/DEPARTMENT:	Operations/ Project Team

1. OVERALL PURPOSE OF JOB

To act as the central liaison point for all ERP (Enterprise Resource Planning) related support issues for BirdLife International. Working in conjunction with internal colleagues, stakeholders and our outsourced support company in the diagnosis and resolution of all incidents, problems, and requests for service.

To define, create and amend Unit 4 workflows and process.

To create and maintain Unit 4 support documentation, Wiki, and knowledge base articles.

To provide internal Unit 4 training and mentoring.

2. WORK RELATIONSHIPS

REPORTING TO (LINE MANAGER):
ERP Project manager
REPORTING TO JOB HOLDER (LINE MANAGED STAFF):
Occasional supervisor of outside contractors
PRINCIPAL OTHER WORKING RELATIONSHIPS/RESPONSIBILITIES WITHIN SECRETARIAT:
Supporting and advising All BirdLife ERP users. Interaction with third party service and support providers.

3. KEY WORKING RELATIONSHIPS GRID

Contact	**Level (1-3)**	**Contact**	**Level (1-3)**	**Contact**	**Level (1-3)**
BirdLife network / other NGOs	1	General public	1	Policy makers (institutional /politicians/ corporations)	1
BirdLife advisory groups, committees, reg. councils	1	Press & media	1	Funding organisations (institutions, foundations, corporations)	1
BirdLife Global Council	1	Regulators/ legislators/ auditors	2	Individual donors/ members	1
Suppliers/service providers	2	Scientific community	1	VIPs/ royalty/ high worth individuals	1

Level of Contact
1.= General Informing. "Appearance, first impressions". May have some independent outside exposure and contact, primarily informative.
2.= Presenting/Representing/Reporting "Relationship management". Independent exposure representing BirdLife. Maintaining individual contacts. Usually managing information flow.
3.= Justifying/Negotiating - "Influencing decision makers". Independent exposure as lead contact, representing Birdlife to highly influential people. Responsible for complex and sensitive/high risk communications.

4. MAIN DUTIES/WORK PROGRAMME RESPONSIBILITIES

By main work area:
- Act as the principal point of contact for ERP support and troubleshooting for the BirdLife secretariat.   - Assist Secretariat staff with ERP related issues and questions, troubleshooting through to resolution.   - Provide internal staff mentoring and delegated training.   - Develop materials and provide internal Unit 4 and ERP service-related training resources to all Secretariat staff.   - Research and develop best practices for BirdLife ERP services and infrastructure, advising and working alongside stakeholders to ensure a highly available, continuous service.   - Develop and manage standard procedures   - Work closely with the Business Intelligence Officer to ensure best in class reporting and process delivery.   - Take the lead on internal system development projects. Full product life cycle: Stakeholder scoping to system deployment.   - Ensuring the platform's maintenance of backup routines to define proof of system recovery processes.   - Ensure internal support tickets are dealt with efficiently and effectively so that users receive a professional, consistent service.   - Liaise with the outsourced support company as and when required to deal with outstanding external tickets and resolving complex queries.   - Take ownership and responsibility for liaising with multiple external functions as required to achieve a resolution.   - Work with outsourced support companies and consultants on projects as required.   - Create, implement, and maintain innovative solutions which meet the Secretariat's ERP needs, in tight budgetary and capacity restrictions.   - Take responsibility for account creation administration.   - Basic report creation and deployment.

5. LIMITS OF AUTHORITY/RESPONSIBILITY FOR RESOURCES

RESPONSIBILITY AREA	LEVEL OF AUTHORITY
Financial/Budgetary	Delegated responsibility to purchase ERP and training services, directed by the Head of IT
Contracts – Funders / Staff/Consultants	NA
Contracts – Service providers	Delegated responsibility to purchase basic within parameters set and directed by the Head of IT
Legal Responsibility	NA

6. EDUCATION/SKILLS AND OTHER SPECIAL REQUIREMENTS

REQUIREMENTS	KNOWLEDGE/SKILLS/ATTRIBUTES
Minimum General Education	A good general standard of education
Job Specific Education/ Qualification	Hands on relevant experience is essential. Prince2 or similar would be helpful but not essential as would experience of Agile teams.

Experience	• Proven ability to problem solve in a logical and analytical way.
	• Experience of training users and explaining processes clearly
	• Managing and supporting complex projects
	• Proven experience of working in support position and supporting users remotely.
	• Experience in maintaining a complex ERP solution.
	• Advanced MS Excel skillset.
	• Fundamental understanding of:
	   o workflows and processes
	   o database concepts and relationships
	   o financial processes and procedures
	• SharePoint or other collaboration solution experience.
	• It would be beneficial, but not essential to have experience of:
	   o Database server-side services such as SSRS and SSIS.
	   o SQL or other scripting languages
	   o Supporting a multi-site environment, including international

Management & organisational skills	• A systematic approach to problem solving. • Ability to organise own workload and prioritise accordingly • Ability to work in a team environment and user focused • Good attention to detail, testing and documentation
Communications skills	• Excellent verbal and written skills • Ability to communicate IT concepts and ideas to a non-technical audience, including with people whose first language is not English. • Approachable and positive.

Creativity & Initiative	The ability to:
	   o Work proactively on own intuitive.
	   o Produce working solutions to complex issues with minimal supervision, within over arcing guidance and strategy.
	   o Analyse support issues and create innovative and flexible solutions.

Computer Literacy	A high degree of computer literacy.
Languages	The ability to speak other languages would be an advantage.
Travel requirements	The ability to travel to the Cambridge Office as required. Potential travel to regional office remote sites.

OTHER DESIRED/HELPFUL KNOWLEDGE/SKILLS/ATTRIBUTES
A highly motivated, focused, and ambitious individual to ensure our users always receive an exemplary service. The ability to understand problems and manage staff requests in a professional and efficient manner. A friendly approach to resolving ERP related issues.

Prepared by:	Date:
Mat Kilby, Head of IT	September 2021