



Job Title: ERP Support Specialist
Reports to: ERP Business Analyst

Summary of Position:

The ERP Support Specialist/ERP Support Analyst is responsible for providing end-user support, troubleshooting, and issue resolution for the Oracle Application used by the organization. They will work closely with the ERP Business Analyst, IT Manager, internal customers, and external vendors to ensure that the ERP system is running smoothly and effectively.

Duties and Responsibilities:

- Provide support to end-users on ERP application issues, questions, tasks, change requests, troubleshoot and resolve functional problems related to Oracle E-Business Suite modules, such as discrete manufacturing, supply chain management, order management, engineering, quality, depot repair, and finance.
- Create and Maintain Supplier Masters, Employee Records and Demand Forecast, as well as other system requirements.
- Update and Create Training Records and publish in SharePoint.
- Maintain the Oracle Support Ticketing System in Zendesk
- Conduct training sessions for new employees, as well as train end-users on any new functionalities and processes within the ERP system.
- Assist with report development or enhancement using SplashBI or other reporting tools.
- Provide support for other business applications used within the organization as needed.

Core Competencies:

- Commitment to company values and ethics.
- Dependability: personally responsible, completes work in a timely manner, and performs tasks accurately.
- Motivation: must maintain a positive attitude and strong work energy.
- Advanced computer proficiency.
- Analytical skills: must be able to gather information and use data to determine cause and effect for complex problem solving.
- Continuous learning: ability to learn new procedures and adapt to change.
- Independent: must have the ability to carry out and follow through on tasks with minimal supervision.
- Initiative: plans work and carries out tasks without detailed instructions, prepares for problems or opportunities in advance, undertakes additional responsibilities.

- Problem Solving: ability to develop and implement innovative ideas to improve processes.

Education and/or Experience:

- 2+ years of experience working with Oracle E-Business Suite or other similar ERP systems.
- Strong analytical and critical thinking skills.
- Microsoft Excel Certification
- Experience with SharePoint (preferred)
- SQL Experience (preferred)
- Excellent communication and interpersonal skills.
- Ability to work independently and as part of a team.

Physical Demands/Work Environment:

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to sit, stand, bend, reach and move about the facility while complying with OSHA standards.
- Regularly required to sit, stand, walk, lift, and bend within/around processes.
- Use hands to feel/touch parts.
- The Employee is frequently required to reach with hands and arms.
- Maneuvers in, around, under, and about factory and/or laboratory equipment on a regular and continuous basis
- Must be able to perform lifting operations including jobs that may have some heavy lifting up to 40 lbs. by self. Load(s) greater than 40 lbs. require a minimum of 2 employees to lift. Any load weighing 80lbs or more will require the use of a material handling device such as a hoist or a forklift.