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| **Job Title:** | Support Manager, ICAP ERP Project |
| **Reports to (Title):** | TBD |
| **Incumbent**: | TBN |
| **Location:** | Centurion, South Africa |
| **Date:** | July 2021 |

**BACKGROUND**

ICAP at Columbia University is a school-wide center within the Mailman School of Public Health, one of the oldest schools of public health in the United States and one of four professional colleges/schools housed within the Columbia University Irving Medical Center (CUIMC). Since 2003, ICAP has delivered transformative solutions to strengthen health systems in the United States and in over 30 countries. ICAP manages a complex portfolio of sponsored projects focused on technical assistance, training, impact measurement, and research through a diverse workforce of over 2,000 staff situated in two NIH-funded clinical research sites in New York City (Bronx and Harlem) and 26 country offices in sub-Saharan Africa, Central and Southeast Asia, Central America and the Caribbean. ICAP’s sponsored project portfolio includes funding from the US Government (CDC, HRSA, USAID, NIH), foundations, multi-laterals and the private sector. Annual operating revenue averages between $200m-$225m.

The ICAP Enterprise Resource Planning (ERP) project focuses on addressing the organization’s need for an integrated ERP solution to provide a modern, technologically advanced, and flexible platform for supporting ICAP’s financial and business processes in the countries where it works, and associated business process redesign initiatives. The project involves extensive end-user orientation and training and ongoing technical support of a multi-module ERP solution (general ledger, financial reporting, accounts receivable and payable, and human capital).

**POSITION SUMMARY**

The Support Manager position is located at the ICAP South Africa Country office. The incumbent in the position will play a key role on the ERP Project team and the position will be continued beyond the project phase in order to address user support requirements for the long-term.

**MAJOR ACCOUNTABILITIES**

* Coordinates and manages ERP system support for all system users across ICAP.
* Manages and maintains comprehensive rules and protocols for system usage and workflows.
* Supervises and ensures effective user support services from the ERP helpdesk.
* Supervises, analyzes and prioritizes ERP support staff’s workload; assigns work to staff; and

monitors the completion of assignments; ensures timely and accurate responses to requests for

assistance.

* Manages and coordinates initial and ongoing training of decentralized users.
* Coordinates timely set up and configuration for all new user requests and user access change requests

with the System Administrator.

* Coordinates system testing efforts and facilitates testing of system fixes and up-grades.
* Oversees logging/tracking of functional and system issues.
* Performs other related duties, as assigned.

**EDUCATION**

This position requires a bachelor’s degree in Computer Science, Business or Public Administration, or another closely related discipline.

**EXPERIENCE, SKILLS & MINIMUM REQUIRED QUALIFICATIONS**

* At least five (5) years of progressively responsible user-support/desktop support/help desk experience related organizational ERP systems.
* Knowledge of typical features of an organizational ERP system including general ledger, chart of accounts, accounts payables and currency conversions.
* Ability to apply broad computer technology in a wide array of functional areas.
* Excellent communication, analytical, negotiation and interpersonal skills.
* Ability to handle conflicts and pressures associated with meeting deadlines and managing ERP technical support requirements.

**TRAVEL REQUIREMENTS**

Periodic international travel is required in support of the project.