

HARPER INTERNATIONAL

POSITION DESCRIPTION

The Position Description is the tool used by Harper International to communicate and clarify the essential job functions, establish the basis for performance expectations, and identify training needs for each position.

Part I - Reporting Structure

Job Title: Syteline Administrator
Reports To (Position): IT Manager
Status: Exempt

Department: I.T.
Supervises (Positions): None
Last Revised: April 2018

Part II – Position Objective

Develop new technology solutions to enable business growth and innovation. Enhance efficiencies in current ERP, CRM, SharePoint and other business critical software systems. Support requirements for integration, reporting, and data integrity.

Part III – Job Responsibilities

Essential Duties

1. Serve as a leader and project manager with overall responsibility for SyteLine ERP system.
2. Troubleshoot SyteLine errors and performance issues as they arise.
3. Evaluate, enhance, maintain and support current technology solutions.
4. Update, document and maintain all internal procedures related to the use of SyteLine.
5. Analyze business requirements. Develop, update, and maintain business systems according to requirements and which improve operating efficiencies.
6. Perform system testing of software applications to ensure data integrity, and user acceptance of final product.
7. Test and the install new releases and modules as required.
8. Responsible for daily maintenance and monitoring of SyteLine to ensure data integrity and uptime.
9. Train new users/existing users.
10. Analyze external software systems and to ensure compliance with Harper's Information Technology strategies

IV – Knowledge, Skills, Education

Knowledge, Skills, Education

1. Minimum Bachelor's Degree in Computer Science, Information Systems strongly preferred.
2. Must have advanced skill level in most or all of the following disciplines: Syteline ERP, CRM (MS Dynamics), SharePoint, MS SQL Server, Reporting tools. (Crystal Reports, SSRS), .NET, XML, SQL Server, System Integration.
3. Experience using development tools such as Visual Studio, SSMS, RedGate toolset, Workflow development.

4. Experience in Web development, mobile app development, Project Management and lean concepts advantageous.
5. Must have intermediate skill level in the following: MS Office.
6. Collaborate with all departments ranging from Executives to Shop Personnel.
7. Excellent communication skills required.
8. Ideal candidate will be a self-starter who can work without direct supervision.

V- Work Environment

1. May be required to transport computer hardware & related equipment
2. May be required to climb, reach, kneel while installing cable
3. Overtime may be required

VI - Physical Demands

The physical demands 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 walk. The employee is frequently required to sit, use hands, reach with hands and arms, talk and hear. The employee is occasionally required to stand, stoop, kneel, crouch or crawl. The employee may be required to lift up to 20 pounds.