

BUSINESS SYSTEMS PROJECT MANAGER

How to Apply

To apply for this position, please include a copy of your resume & a cover letter (this should be the first page of your resume) – click the **Apply Now** button above. Your cover letter should:

- 1) Specifically outline the reasons for your interest in the position;
- 2) Outline your particular skills and experience that directly relate to this position; and
- 3) Include your salary expectations for this position.

The salary for this position will be commensurate with the qualifications, experience, and education of the selected candidate.

Job Summary

Come join a team of passionate and hard-working individuals at a non-profit serving Michigan's public universities, colleges, K-12 organizations, libraries, state government, healthcare and other Michigan non-profit organizations! This position will be an integral part of the Merit team.

The Business Systems Project Manager will direct, manage and lead a variety of Business Systems-related projects, as well as provide Administrator-level support for Merit's business systems. This position will be within the Product Management department reporting to the Director of Business Systems. This position will actively participate in the recommendation, planning and evaluation of all aspects of Merit's current and future business systems.

Working collaboratively with the Director of Business Systems, the Business Systems Project Manager will be responsible for the integration of Merit's recently implemented enterprise resource planning (ERP) platform with existing legacy systems to form a cohesive set of business systems that promote efficiencies for staff and unify Merit's business-related data.

To learn more about Merit, please visit our website: <https://www.merit.edu>

Responsibilities*

Essential functions for this position are followed by an (E).

Business Systems Project Management and Support:

- Work collaboratively with the Director of Business Systems to manage the ongoing operations of Merit's business systems. (E)
- Act as Project Manager and lead various implementation efforts for the NetSuite platform as well as other Merit business systems. (E)
- Manage ad hoc projects as assigned by management within Business Systems, Member Engagement, and Marketing as needed. (E)
- Assemble project teams and assign work tasks as needed to complete projects. (E)
- Act as system administrator for NetSuite, Adaptive, ConnectWise Sell, Bronto, and other systems that are integrated over time. (E)
- Lead weekly team coordination meetings and change management meetings as needed.
- Contribute to the strategic development of Merit's business systems roadmap. (E)
- Create dashboards and key performance indicators (KPIs) for management visibility into organizational performance and tracking. (E)
- Identify and implement improvements to streamline the user interface for ease of use by staff. (E)
- Develop a skillset in all components in the business systems suite to reduce and/or eliminate the dependence on 3rd party integrators. (E)
- Design and implement workflow that automates manual processes for staff efficiencies and reduction in human error. (E)
- Develop templates in the web-based sales quoting tool. (E)
- Integrate additional features within the existing business systems. (E)
- Integrate new systems into the business systems framework. (E)
- Manage staff requests for new features/functionality, changes to existing features/functionality, and bugs/problems via ticketing system. (E)
- Troubleshoot issues within Merit's business systems as they arise, working in collaboration with Merit's Software Development team, IT team, NetSuite Customer Support, and 3rd party consultants. (E)

- Communicate implemented changes within Merit's business systems across the organization. (E)
- Identify and help implement improvements and efficiencies across all business systems that can reduce manual effort and potential data entry errors. (E)
- Manage the data validation, error checking, and data mismatch resolution in ERP (Netsuite) in partnership with other departments at Merit to ensure accurate enterprise data. As data issues are uncovered, determine the validity of the data, communicate discoveries, and either make any necessary change to the data in the ERP that is needed or assign tasks to various members of the Data Team. As new data is needed to be tracked in the ERP for sales/marketing/etc. functionality, organize and validate the data before it is mass entered into our production environment. (E)
- Efficiently address emails, phone calls, and project deliverables throughout the day. Manage, delegate, and escalate effectively with Merit internal teams, vendors, and third-party consultants.

Required Qualifications*

- Bachelor's degree in Business Administration, Business Management, Project Management, or related major, or equivalent combination of education & experience.
- Minimum of one (1) year previous experience with NetSuite.
- Minimum of one (1) year previous experience with Oracle.
- Minimum of two (2) years of experience in project planning and implementation with ability to simultaneously manage multiple projects with competing deadlines.
- Customer service background and demonstrated organizational skills.
- Knowledge of network and IT service technologies.
- Demonstrated excellence at maintaining strong working relationships with multiple customers, organizations, vendors, management, and peers.
- Demonstrated communication ability in presentation and advance writing skills (e.g., reflecting sensitivity to tone, audience, and organizational politics). Strong interpersonal and verbal communication skills.
- Experience in continually improving an organization's capability, effectiveness, and reputation.

- Ability to interact with technical and non-technical individuals in a positive and supportive manner regardless of circumstances.
- Proficient at using cloud-based email (Gmail/Outlook), shared calendaring, project management tools, support ticketing programs, chat programs, and documentation management programs.
- Must be self-motivated and work well independently and within a team setting.
- Fluency with the following applications: MS Word, MS Excel, MS PowerPoint and Adobe Acrobat Pro.
- Ability to manage multiple issues in a fast-paced environment.
- Be a continuous learner.

Desired Qualifications*

- Experience with the business processes, workflow and data sets of a Research & Education Network (REN)
- Experience with ConnectWise Sell web-based quoting cloud-based software.
- Experience with Adaptive Insights financial reporting cloud-based software.
- Experience with Bronto marketing automation cloud-based software.
- Knowledge of University policies, procedures and regulations, and of the university administrative and functional organization.
- Project management certification (PMP), or equivalent certification and/or experience.

Underfill Statement

This job will be filled at either the intermediate or associate level, depending on the experience of the selected candidate. Salary will be commensurate with the qualifications, experience, and education of the selected candidate.

Additional Information

Merit Network offers excellent benefits and wellness opportunities. This position receives paid vacation leave, paid sick leave with provisions for extended benefits, opportunities for professional development, and retirement options with 2-for-1 matching that include TIAA-CREF and Fidelity Investments. Please visit <https://hr.umich.edu/benefits-wellness> for full benefits information.

Relocation assistance is not available for this position.

Other Duties

Please note this job description is not designated to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Supervisory Responsibility

This position has no formal supervisory responsibilities. Will lead and direct work on projects as necessary.

Work Environment

This job operates in a professional business office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, and AV/teleconferencing software & equipment.

Physical Demands

The physical demands described here are representative of those that must be met by an employee (with or without accommodations) to successfully perform the essential functions of this job.

Employee must frequently work at computer station, answer telephone calls, emails, and/or other forms of customer/client communication. Employee may on occasion be required to move items of various sizes and weights throughout the office or building.

Position Type/Expected Hours of Work

This is a full-time position, work schedule will be determined by supervisor and may change if necessary. There may be some occasional work required outside of established schedule, which may include weekends and holidays. Typical work schedule is 8am – 5pm, Monday through Friday for most staff.

Travel

Travel may be required to attend training and other conference opportunities out of state.

Background Screening

The University of Michigan/Merit Network Inc. conducts background checks on all job candidates upon acceptance of a contingent offer and may use a third party administrator to conduct background checks. Background checks will be performed in compliance with the Fair Credit Reporting Act.

Contact Information

- If you have any questions regarding this job, please contact:
merithr@merit.edu
- If you need assistance completing this application, please call (734) 615-2000, option 1

Application Deadline

Job openings are posted for a minimum of seven (7) calendar days. This job may be removed from posting boards and filled any time after the minimum posting period has ended.

U-M EEO/AA Statement

The University of Michigan is an equal opportunity/affirmative action employer.

Job Detail

JOB OPENING ID

165307

WORK LOCATION

Ann Arbor Campus
Ann Arbor, MI

ORGANIZATIONAL GROUP

Affiliated It Orgs

WORKING TITLE

Business Systems Project
Manager

FULL/PART TIME

Full-Time

DEPARTMENT

Merit Network

JOB TITLE

Project Intermediate
Manager

REGULAR/TEMPORARY

Regular

POSTING BEGIN/END DATE

11/14/2018 – 11/25/2018

FLSA STATUS

Exempt

CAREER INTEREST

Administration

