



# ERP Governance Practice Manager

**Reporting to:** Managing Director

**Department:** Services

## Communication / Relationships

### Internal:

- Provides monthly reports on predefined objectives and KPI's.
- Directs the activities of the ERP Project management teams.
- Has regular contact with senior management to review projects and strategies and address operational issues.
- Reports formally to the Executive Committee on a monthly basis

### External:

- Responsible for vendor management
- May be sought out by other organisations and media as technology and service improvement advisor/expert.
- Attends conferences and user groups

## Job Purpose

- Managing an ERP Governance Practice Unit with objective of growing the business Unit to support clients in MENA region.
- Pre-Sales support to Sales Teams
- Deliver the following ERP Governance services to potential clients: (includes Oracle & SAP)
  - Assess Customer Finance process against QPQC – Process Classification Framework
  - Define a ERP strategy that is aligned to business requirements
  - Formulate achievable measures to realise strategic business objectives
  - Optimize ERP Support Organisation Structure
  - ERP product and vendor selection
  - Manage RFP, Tender and Selection Process
  - Specialist ERP project and program management
  - Security Audit
  - Enterprise Management of ERP Environment using Availability/Capacity/Service Continuity tools
  - Design of Segregation of Duties Matrix and Security Rules
- Ensuring that ERP Services are appropriately managed in line with the agreed Service Level Agreements (SLA).
- Implementing Service Improvement Projects that improve both the efficiency and effectiveness of ERP services, standards and best practices in order to achieve clients objectives.

A hand-drawn business process diagram on a whiteboard. The diagram shows a flow from "IDEAS" to "PRODUCTS" to "SERVICES". "SERVICES" leads to "RENTAL", which then leads to "SALES". "SALES" leads to "REVENUES" which is represented by four dollar signs (\$\$\$\$). There are also arrows from "MARKETING" and "EVENTS" pointing towards "SERVICES".

# ERP Governance Practice Manager

## Duties/ Responsibilities

- An Information Systems professional with 10+ years experience in the fields of Accountancy, Auditing, ERP and Business Intelligence systems. Industry experience includes Financial Services, Real Estate, Utilities and Government.
- Qualified as a Chartered Accountant, certified as an Information Systems Auditor with minimum ITIL foundation certification. The candidate must have a comprehensive experience of the ERP landscape, worked and/or as a Finance Manager, as a Functional Consultant for an ERP vendor, as a Project Manager for a consulting company or as an ERP Manager
- Degree or diploma in Computer Science, Information Science, Information Systems, Business and/or equivalent IT qualification.
- Must be able to effectively interact with vendors and / or suppliers as well as all levels of users including business unit management and C-level executives.
- Strong financial management experience.
- Experience of working within a multi-cultural environment.
- Demonstrated success in developing and implementing new technologies and work processes.
- Demonstrated competency in innovative strategic thinking and leadership with strong abilities in relationship management.
- At least one successful ERP implementation.
- Working knowledge of ITIL, ISO 20000 Quality Standard.
- Managed numerous projects using Prince 2.

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# ERP Governance Practice Manager

## **Business Unit Growth**

- Responsible for consistently growing the business unit growth.

## **ERP Service Improvement**

- Responsible for consistently improving quality, reliability and consistency of service to all customers.

## **Staff Management**

- Responsible for recruiting, retaining and developing quality ERP Service Staff, (incl project managers). Ensuring that resources understand and achieve predefined objectives.

## **Projects**

- Active member of all new service improvement initiatives (Client projects). Provide advice and guidance when required. Ensure projects meet customer expectations, delivered on-time and within budget.

## **Financial Management**

- Develop budgets ensuring the department has adequate resources to meet its objectives within agreed financial parameters. Monitor and report actual expenditure against what is budgeted by IT service.

## **Vendor/Partner Management**

- Manage external vendors & partners so that they provide high quality services at competitive prices. Ensure formal contracts are in place for all vendors and partners that the contracts contain detailed service levels.

## **Technology Standards**

- Stay current in new technologies and innovations in order to drive service improvement.