Copeland Buhl & Company PLLP
POSITION DESCRIPTION

Title:	ERP Advisor
Position:	Technical
Reports To:	ERP Manager
Work Location:	Wayzata, MN
Job Code/Classification	Hourly; Professional
Revised:	November 2021

POSITION OVERVIEW

The ERP Advisor is responsible for providing technical and functional ERP support to clients using Acumatica. Acumatica is a leading innovator in cloud ERP with customers located around the world. Acumatica ERP delivers adaptable cloud and mobile technology with a unique all-inclusive user licensing model, enabling a complete, real time view of your business anytime, anywhere. Through our worldwide network of partners, Acumatica provides the full suite of integrated business management applications, designed to help mid-sized companies thrive in today's fast-moving markets.

KEY RESPONSIBILITIES

- Workstation and server installs of ERP software.
- Field incoming help desk tickets related to ERP software.
- Evaluate documented resolutions and analyze trends for ways to prevent future problems and provide recommendations.
- ERP software upgrades and migrations.
- ERP software end user training.
- ERP software setup and configuration.
- Setup of ERP software backup.
- Occasional evening/weekend field projects.

QUALIFICATIONS

Education:
- Bachelor's Degree or equivalent combination of education and work experience in accounting for management information systems.

Experience:
- Experience in a help desk, customer support environment supporting ERP software.
- Experience with Microsoft Dynamics or similar ERP software.
- Basic experience with Microsoft SQL Server
- Basic experience with various reporting solutions Excel, SSRS, MR, etc.
- Basic experience with macros and simple programing.

Skills/Abilities:
- Strong Interpersonal skills, communication skills, active listening and customer-care skills.
- Excellent written and verbal communication skills.
- Strong organization skill.
- Ability to meet client expectations in a timely manner.
- Ability to analyze, solve and debug technical problems across multiple platforms.
- Ability to multi-task and adapt to changes quickly
- Technical awareness: ability to match resources to technical issues appropriately.
- Understanding of support tools, techniques, and how technology is used to provide ERP support.
- Possession of a valid Driver's License and access to a reliable vehicle that is insured.

OTHER INFORMATION

This job description may apply to employees in different departments. The information below is intended to document the most common situations and may vary by position / department. Refer to management or human resources for specific information pertaining to this position.

Direct reports:	No
Indirect reports:	No
Working Environment:	Professional
Physical Demands:	Minimal
External communication and contacts:	Yes
Internal communication and contacts:	Yes
Other information:	n/a

This job description is intended to be a general guideline for applicants, employees and managers. It is not to be construed as an exhaustive list of all duties, expectations or qualifications. This description does not create a contract or guarantee of employment. Management reserves the right to modify job responsibilities, expectations and qualifications.