HPM Building Supply
Job Description

Job title:	BisTrack Application Manager	**FLSA:**	Exempt
Location:	Keaau, Hawaii (or remote in Hawaii)	**Reports to:**	Director of Information Systems
Department:	Information Systems	**Last Updated:**	06/02/2022

Job Summary

The BisTrack Applications Manager is responsible for the overall operation and support of the Company's BisTrack Enterprise Resource Planning (ERP) system to align with business needs. This individual continuously evolves, improves, and supports the BisTrack system in response to the business and coordinates support efforts through Information Services, Epicor (ERP solution provider), the BisTrack (Epicor) Center of Excellence (CoE), or other support resources as necessary.

Essential Functions

- Streamline and improve BisTrack so that it enables internal customers to successfully use the system to meet business needs, as measured by the number of help desk tickets, ticket resolution times, repeat issues, and added/improved functions.
- Develop new Smartviews, Dashboards, Reports and modify existing reporting tools based on shifting business needs.
- Mentor Information Services (IS) staff in the management of Tier 1 BisTrack support, particularly for routine and basic troubleshooting and administration.
- Work with the Talent Development Manager to identify appropriate trainee audiences, communication and method of training for ERP, and prepare the Talent Development Manager to successfully communicate and deliver the training.
- Assist in the development and management of the ERP governance model, including policies, procedures, standards and guidelines to ensure a framework exists for effective, efficient and secure use of the system.
- Contribute to strategic planning, budget development, and training assessment initiatives.

Job Requirements and Qualifications

Education and Training Requirements: Bachelor's degree from an accredited educational institution in Information Technology, Computer Science, Business, or related field is required. Certifications, licenses, or training related to project management, process improvement/ management, project management, or accounting/finance desirable.

Knowledge and Ability Requirements:

- Working knowledge of ERP systems is required (ideally, Epicor BisTrack).
- Working knowledge of Information Technology is required, including:
  - Database/MSSQL.
  - Access control models.
  - Windows Terminal Services.
  - Software Development Life Cycle (SDLC) processes.
- IT Service Management practices:
  - Incident and problem management.
  - Change, configuration, and release management.
  - Service request management.
  - Knowledge management.
- Knowledge of Lumber & Building Materials industry and operations is a plus.
- Ability to communicate clearly and concisely, verbally and in writing.
- Ability to prioritize across competing demands from multiple areas of the business.
- Ability to provide leadership and collaboratively work with others to get results.

Experience Requirements:
- Three years of experience implementing, administering, upgrading, and managing ERP systems, ideally Epicor BisTrack.
- Advanced proficiency in SQL query writing to develop BisTrack Smart Views, Dashboards, Reports and ad hoc reporting
- Previous experience with Crystal Reports.
- Project management experience is a plus.

Other Information
- Requires the utmost discretion in handling and protecting business information.

_____   **_____**
Owner Signature   **Manager Signature**

_____   **_____**
Owner Name (please print)   **Manager Name (please print)**

_____   **_____**
Date   **Date**

Note: We use the term "owner" instead of employee since we are 100% employee owned!