



EVANSTON/SKOKIE
SCHOOL DISTRICT 65

ENTERPRISE RESOURCE PLANNING (ERP) SUPPORT SPECIALIST

Situated on the shores of Lake Michigan and just north of Chicago, Evanston/Skokie School District 65 is a pre-K through 8th grade public school district serving approximately 6,000 students from the City of Evanston and a small neighboring section of the Village of Skokie. The district represents a wide range of ethnic, economic, racial, and cultural backgrounds and serves a community that not only supports but truly embraces public education. District 65 focuses on educating the “whole child” and is deeply committed to social and emotional learning as well as fostering a safe and supportive school climate for our students.

Department Summary:

The Financial Services Department is committed to fostering fiscal responsibility, transparency, and operational excellence to support the district’s educational mission. Through strategic financial planning, diligent accounting, and efficient procurement practices, we ensure the responsible stewardship of public funds while maintaining compliance with local, state, and federal regulations. The department is responsible for overseeing the financial operations of the district. Areas of oversight include financial planning, forecasting and budgeting, purchasing, accounting, vendor contracts, fee administration and collection, financial reporting, grants, risk management, payroll, accounts payable and accounts receivable.

Job Summary:

The Enterprise Resource Planning (ERP) Support Specialist role will function as the primary point of contact for users experiencing ERP-related issues. This role will involve monitoring, documenting ERP functions as well as diagnosing and resolving issues as reported by end-users. The ERP Support Specialist role will require the ability to effectively convey issues and solutions to stakeholders and users within all levels of the organization. This role entails having an in-depth understanding of all processes within the ERP, as related to business and human resources activities so that user feedback, as well as system issues, are effectively communicated and strategically resolved.

The Enterprise Resource Planning (ERP) Support Specialist will be held accountable for the following responsibilities:

- Serve as primary administrator for School ERP Pro (IV), managing system access, user roles, and technical troubleshooting for Finance, HR, and Payroll departments.
- Coordinate with vendors for escalated support issues, upgrades, and testing.
- Set up new databases each fiscal year and roll over financial, HR, and payroll data.
- Create provisional databases and assist with budget projections, salary steps, and benefit updates.
- Maintain ERP security by adding/removing users, assigning roles, and managing approvers for POs, ePARS, DACs, and budget accounts.
- Reset passwords, manage login issues, and build out custom security roles as needed.
- Support ACH uploads, positive pay, TRS Gemini, and SSA/IRS submissions (W-2s, 1099s).
- Troubleshoot payroll file issues, assist with retro pay and union dues, and load calendars and pay cycles.
- Administer Employee Expense Reimbursement module, create DAC accounts, assign approvers, and provide staff training.



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- Manage employee contracts, compensation statements, HR position data, and leave processing.
- Write financial and HR reports (GL, Cell Sense), reconcile data across systems using Excel (Power Query, VLOOKUP), and support audit processes.
- Onboard and train users on ERP functions; maintain user guides, training materials, and FAQs.
- Analyze business processes for efficiency; serve as liaison between departments and vendors to support system enhancements.
- Provide backup support for payroll, finance, and check printing processes.
- Perform other related duties as assigned.

In order to be successful and achieve the above responsibilities, the Enterprise Resource Planning (ERP) Support Specialist must possess the following qualifications:

Education Required:

- Minimum Associate Degree in Accounting, Information Services, Computer Science or related field.
- Bachelor's degree in information services, Computer Science or related field required.

Experience Required:

- Knowledge of ERP systems.
- 3 years of experience in information services or ERP support roles preferred. The District's ERP is School ERP Pro, a Tyler Technologies product.
- 3 years of increasingly responsible experience in information services or ERP support roles preferred.

Knowledge, Skills, and Abilities:

- Handle sensitive data and user access with discretion and in compliance with privacy protocols.
 - In-depth understanding of enterprise resource planning systems, especially School ERP Pro (IV) or similar platforms (e.g., Frontline, PowerSchool).
 - Familiarity with payroll processing, benefits administration, budget projections, employee contracts, and HRIS functions.
 - Understanding of database rollovers, provisional databases, and fiscal year transitions.
 - Knowledge of 1099/W-2 processing, SSA/IRS/TRS requirements, and state payroll reporting (e.g., State 941) preferred.
 - Solid grasp of user role management, data security practices, and workflow-based approvals.
 - Understanding of data analysis techniques and financial reconciliation practices.
 - Ability to identify, diagnose, and resolve system and user issues quickly across Finance, HR, and Payroll modules.
 - Proficient in Excel (including Power Query, VLOOKUP), report writing tools, and data import/export techniques.
- Strong written and verbal communication skills to liaise with internal departments, vendors, and end-users.



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- Skilled in managing cyclical tasks (e.g., fiscal year transitions), coordinating testing, and meeting time-sensitive deadlines.
- Capable of developing training materials, conducting sessions, and supporting users with ERP workflows.
- Able to think critically and work independently to address technical issues and improve business processes.
- Ability to manage critical tasks and competing priorities (e.g., payroll uploads, system issues, user access) efficiently under pressure.
- Understand and apply business rules, policies, and compliance standards in a technical context.
- Ability to quickly grasp new system features, updates, and tools, and apply them to support business needs.
- Collaborate effectively across Finance, HR, and IT to ensure seamless ERP functionality.
- Anticipate system needs, recognize patterns of issues, and recommend improvements before problems escalate.

Conditions of Employment

This position may require travel to various school sites, work locations, and community organizations throughout the district. If travel is necessary, the employee will be eligible to submit for mileage reimbursement.

DISTRICT EXPECTATIONS: All employees are expected to demonstrate regular and predictable attendance; to support the District's vision, mission, goals, and Strategic Plan; to engage in civility, respect, professionalism, and collaborative teaming; and to maintain the professional knowledge and skills necessary to perform the essential duties and responsibilities of their positions.

NOTE: School Board Policy ensures equal opportunity for all in its personnel policies and practices and does not discriminate on the basis of race, color, gender, religion, national origin, marital status, sexual orientation, gender preference, political beliefs, social/family background, disability or age.

PHYSICAL DEMANDS:

Physical Activities: Standing, walking, sitting, handling, keyboarding, talking, and hearing

Lifting Demands: Up to 35 pounds

Reaching Activities: Both dominant and non-dominant hand; overhead.

Environmental Conditions: Noise Intensity 3 moderate