



ERP APPLICATION ADMINISTRATOR

Library 21c

40 hours per week, exempt | Position #400000444

Open to all qualified current staff and external applicants.

Date Posted: November 12, 2025

Location: 1175 Chapel Hills Dr., Colorado Springs, CO 80920

Starting Wage: \$29.75 per hour - \$37.49 per hour +full benefits
(for benefits information, please see ppld.org/careers/benefits)

Position Hours: 40 hours per week per the following schedule:

Monday – Friday : Flexible hours between 7 a.m. – 6 p.m.

Note: Regular schedule may be subject to minor changes due to required meetings, training events, etc. Also, management may require modifications to a position's schedule, days, times and locations at any time as the needs of the Library District change.

Application Procedure:

1. Complete a PPLD online application located at ppld.org/careers at the Application Tab. If It is an internal only job posting, please log In to ESS to fill the application.
2. Attachments should be submitted online in the following file types: .doc, .docx, .xls, .xlsx, .pdf, .htm
3. **Requires resume and cover letter. Applications will not be considered without a resume and cover letter.**
4. If you require an accommodation to complete your job application, please contact the Human Resources Office at (719) 531 - 6333, ext. 6380 or send an email to sgollapalli@ppld.org

Closing Date: This position is open until filled with preference given to applications received by **December 30, 2025, at 9:59 p.m. MST.**

EOE: As an Equal Opportunity Employer, Pikes Peak Library District does not discriminate on the basis of race, color, religion, sex, age, national origin, disability, pregnancy, sexual orientation including gender expression, military status, or any other status protected by law or regulation. It is our intention that all qualified applicants are given equal opportunity and that selection decisions be based on job-related factors. The library reserves the right to hire more than one person per advertised vacancy.

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Position Summary

Operates in a diverse environment to help fulfill the Library's mission by being responsible for the daily management, configuration, and maintenance of the enterprise financial and human resources cloud-hosted software systems.

Essential Functions

Functions listed are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Supports the ERP Application Manager in executing major and minor upgrades to business applications. Manages software installations, upgrades, and patches.
- Provides basic project management functions for projects and improvement activities.
- Manages version control and tracks updates to ensure minimal disruption to end-users.
- Communicates and partners with product owners and business stakeholders to understand requirements, identify application impacts, and recommend solutions.
- Continuously identifies opportunities to automate manual processes and improve operational efficiency through the implementation of new ERP modules or functionalities.
- Assists in provisioning by setting up and maintaining user accounts, roles, and permissions ensuring security, integrity, and appropriate access.
- Creates reports, analyzes data, and identifies opportunities for continuous improvement.
- Troubleshoots business application issues. Resolves issues or escalates to ERP Application Manager or vendor as appropriate.
- Coordinates and partners with vendors to resolve application functionality changes and resolve problems.
- Provides timely and accurate status reporting to leadership and users, and escalates effectively when issues arise.
- Collaborates and works with product owners and business stakeholders, technical staff, and vendors to identify and resolve critical system issues and failures to minimize impact on business operations.
- Works closely with the application and infrastructure staff to support Information Technology security policy and procedures.

Additional Duties and Responsibilities

Duties are considered non-essential and include the following:

- Identifies and recommends system modifications to reduce user issues.
- Facilitates user acceptance testing for enhancements/modifications to the application.
- Apprises team, peers, and management of any new support issues in a clear and timely manner.
- Coordinates and communicates software updates or new feature rollouts.
- Performs other job-related duties as assigned.

Required Knowledge, Skills, and Abilities

The employee is expected to perform or possess the following:

- Excellent analytical, decision-making, problem-solving, and time management skills.

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- Understanding of the workflow and process requirements of business units related to the application.
- Knowledge of database structure and reporting techniques and tools.
- Demonstrated ability to provide outstanding customer service, be a good listener, and work well with a diverse group of internal customers.
- Demonstrates excellent ability for project planning, implementation, and application management.
- Demonstrated ability to be the subject matter expert in supporting, maintaining, and administering complex applications.
- Demonstrated understanding of processes and their dependencies within an ERP application.
- Demonstrated ability to use structured query language (SQL) to analyze and manipulate data.
- Self-motivated, able to work independently, and takes initiative.
- Ability to multitask in a fast-paced environment.
- Demonstrates outstanding attention to detail.
- Ability to handle multiple priorities and work collaboratively across functions.
- Outstanding verbal and written communication skills to technical and non-technical audiences of various levels in the organization, e.g., executive, management, individual contributors.
- Positive outlook, strong work ethic, and responsive to internal and external customers, vendors and contacts.
- Ability to work independently and in a team environment.
- Ability to maintain effective relationships with contractors, vendors, customers, and employees at all levels.
- Ability to understand and follow PPLD's policies and procedures.
- Ability to act as an ambassador of PPLD by promoting its mission and vision.
- This position is expected to be exposed to, process, or handle sensitive information including but not limited to Protected Health Information (PHI), Personally Identifiable Information (PII), financial information, etc. As such, the holder of this position is expected to comply with all applicable laws, regulations, organizational policies, and compliance expectations.
- The position may require occasional availability for after-hours work, outside of regularly scheduled hours.

Education and Experience:

- Requires a bachelor's degree in computer science or related field, which can be substituted with a minimum of four years of comparable professional experience.
- Requires five years of experience working with a modern integrated application systems with two years in a system administration role including managing data, workflows, and processes in a SaaS platform.
- Experience with Tyler Enterprise ERP is preferred.
- Experience with Microsoft SQL, Oracle, MySQL, SSRS, or Power BI reporting solutions is preferred.

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Physical and Environmental Conditions:

Work is primarily conducted in an office setting that provides comfortable lighting, temperature, and air conditions. Position requires the ability to sit and use a computer or standard office equipment for extended periods. Position requires the ability to stand for extended periods of time. Position requires the ability to occasionally reach, bend, climb, twist, and squat. Position requires the ability to lift and move equipment weighing up to 30 pounds.

Work environment involves everyday risks or discomforts that require normal safety precautions typical of such places as offices or meeting rooms, e.g., use of safe workplace practices with office equipment, and/or avoidance of trips and falls and observance of fire regulations.

This position is eligible for telecommuting with supervisor approval and based on employee performance. Employees will be required to attend in-person meetings, trainings, or events at the Library as directed by their supervisor or as necessary for the performance of their job duties.

Regular schedule may be subject to minor changes due to required meetings, training events, etc. Management may require changes to a position's schedule, days, times, and locations at any time as the needs of the Library District change.

The above position description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

Conditions of Employment:

All selected candidates...

- are required to complete a Department of Homeland Security I-9 Form at the time of hire and must be able to provide acceptable documentation in order to verify his/her legal right to be employed in the U.S. (pursuant to the Immigration Reform and Control Act of 1986). Pikes Peak Library District participates in E-Verify.
 - are subject to a full reference and background investigation including verification of identification (including verification of Social Security number using USCIS E-Verify), education, former employment, and criminal history.
 - may be uniformly tested for job-related skills and required physical abilities.
 - may be required to undergo a physical examination after a job offer is extended in order to ensure that the job's physical requirements are met.
 - must understand and comply with PPLD's drug-free workplace policy.
 - understand and agree that they have been hired at the will of the employer and that employment may be terminated at any time, with or without reason, and with or without notice, in accordance with Colorado law.
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