Phoenix Park Gas Processors Limited

JOB DESCRIPTION

Position Identification

Position Title:	**ERP Systems Specialist**
Department:	Corporate Partnerships – Technology and Information Management
Status:	Permanent
Position reports to:	Supervisor Technology and Information Management
Work coordinated by:	Supervisor Technology and Information Management
Position supervises:	None
Date of Completion:	October 2026

Job Summary:

Reporting to the Supervisor Technology and Information Management, the ERP Systems Specialist contributes to maximizing the performance and value-added of PPGPL's Technology Systems, specifically its Enterprise Resource Planning (ERP) systems and custom applications. The position supports PPGPL's Technology Strategy through the administration, maintenance, support and enhancement of these systems, ensuring their availability, security, compliance and alignment with applicable Information Management and Data Governance standards. The role supports efficient business processes, data-driven decision-making and Business Intelligence initiatives, contributing to PPGPL's strategic objectives and operational excellence.

The incumbent will also provide support to PPGPL subsidiaries, affiliated companies and Business Development initiatives as required.

Dimensions:

The ERP Systems Specialist supports the availability, performance, security, compliance and technological relevance of PPGPL's ERP systems, associated databases, custom applications and information assets. The position provides in-house ERP application and database administration and support and facilitates business process improvements through the effective maintenance, configuration and enhancement of these systems.

This role contributes to Business Intelligence initiatives by ensuring the reliability and integrity of the underlying systems, applications and data and applying approved Information Management, Data Governance, information security and confidentiality standards.

The position has no direct reports but may coordinate the technical activities of consultants, vendors and

service providers engaged for specialized support. The position has no direct financial approval authority but may monitor expenditure and administer assigned project or operational budgets within approved limits. Key measures include system availability and performance, database reliability, cybersecurity and compliance, data integrity, incident resolution and the effective implementation of approved system changes and enhancements.

Nature and Scope:

The ERP Systems Specialist operates within PPGPL's Technology and Information Management environment and is responsible for the administration, compliance, support and continuous improvement of PPGPL's ERP systems, including Oracle E-Business Suite, associated databases and custom business applications. The role provides in-house ERP application and database support to maintain system availability, performance, security and compliance and supports integrated business processes across the organization including functions such as Finance, Plant Maintenance, Asset Management, Supply Chain Management and Human Resources.

The position supports business process improvement, system enhancements and data integration and applies approved Information Management, Data Governance and information security requirements. It also supports PPGPL's Business Intelligence initiatives by maintaining reliable systems and data for reporting, analytics and decision-making.

The position interfaces with employees across the organization and with external consultants, vendors and service providers where specialized technical support is required. The incumbent exercises technical judgement within established policies, standards and change-management processes and recommends and implements approved solutions, changes and enhancements within the scope of the role.

Health, Safety and Environmental Responsibility:

Every employee has a personal responsibility to exercise reasonable care for their own safety and health and that of others who may be affected by their acts or omissions. Employees are required to comply with the Company's health, safety and environmental policies, procedures and safe work practices, and to actively support the maintenance of a positive safety culture. Further guidance is contained in PPGPL's Safety Manual.

Duties & Responsibilities:

1. ERP Systems, Database & Application Support

I. Maintains, administers and supports PPGPL's ERP systems, including Oracle E-Business Suite, associated databases, custom applications and line-of-business applications, ensuring their availability, performance, license compliance and reliability.
II. Troubleshoots and resolves ERP, database and application incidents and performs approved configuration, patching, upgrades and technical maintenance to address cybersecurity and system obsolescence requirements, engaging specialized external support only where required.
III. Provides technical support and guidance to users to facilitate the effective use of ERP systems, applications and related technology platforms.
IV. Create scopes of works for Technology implementation, improvement projects, maintenance and support services.

2. Business Applications, Data Integration & Improvement

I. Conducts need analyses with users to understand business processes, identify system issues and requirements, and recommend and implement approved technology solutions.

II. Performs quality assurance/quality control (QA/QC) reviews and testing of custom applications to ensure compliance with PPGPL's application development standards and approved functional and technical requirements.

3. Information Management, Security & Compliance

I. Administers access and security controls for ERP systems, databases and related applications in accordance with approved authorization, segregation-of-duties and information security requirements.

II. Apply approved Information Management and Data Governance standards to ERP systems, databases and related information assets to maintain their confidentiality, integrity, availability and appropriate use, and maintains relevant technical and system documentation.

III. Supports ERP compliance and audit requirements through appropriate system configurations, controls, documentation and system information.

4. System Enhancements, Projects & Technical Coordination

I. Assists in the development and implementation of PPGPL's Technology Strategy within the ERP, database and business application environment and identifies opportunities to improve system functionality, utilization and efficiency.

II. Leads the technical aspects of assigned ERP, database and application projects, including scope of works, technical design, functional design, implementation, testing and deployment of approved system changes, enhancements and new functionality through applicable PPGPL project management processes.

III. Coordinates change-management activities associated with ERP and application changes, including stakeholder engagement, user readiness and supporting documentation.

IV. Coordinates consultants, vendors and service providers for specialized ERP, database and application support; develops technical requirements and scopes of work; and monitors technical delivery against approved requirements, escalating issues where required.

5. Organizational Support

I. Collaborates with Technology and Information Management personnel, functional users and other stakeholders and participates in cross-functional teams and special initiatives in support of assigned responsibilities and organizational objectives.

II. Provides ERP, database and application support to PPGPL subsidiaries, affiliated companies and Business Development initiatives, as required.

III. Performs other Technology and Information Management duties within the scope and level of the position, as required.

Job Specifications:

Minimum Acceptable Academic Qualifications

A Bachelor's Degree in Computer Science, Information Technology, Information Systems or a related discipline from a recognised tertiary institution. A postgraduate qualification in a related field will be considered an asset.

AND

Minimum Number of Years of Relevant Experience

Ten (10) years' relevant experience in a Technology environment, including practical experience in the administration, support, implementation and maintenance of enterprise ERP systems and associated applications and databases.

Specific Skills and Knowledge:

- Strong knowledge of ERP systems, with practical experience in the implementation, administration, configuration and support of Oracle E-Business Suite or comparable enterprise ERP platforms.
- Knowledge of ERP database administration and support, including system monitoring, maintenance, patching, upgrades and performance management.
- Application development, integration and troubleshooting skills.
- Knowledge of data integration, data pipelines, Business Intelligence and Data Governance principles as they relate to ERP systems and business applications.
- Knowledge of information security, access controls, data integrity and applicable Information Management requirements.
- Project and change management skills.
- Strong analytical, problem-solving, communication and stakeholder collaboration skills.

Disclaimer

"The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties and skills required of personnel so classified"