



## JOB DESCRIPTION

### *Systems Product Specialist*

The Systems Product Specialist will be responsible for playing a critical role in the implementation, configuration, and ongoing maintenance of our ERP system. They will be responsible for communicating product features, system benefits and functional specifications to both technical and non-technical audiences.

#### **Reporting Structure**

Title of reporting manager: Business Systems Analyst
Department: IT

#### **Job Status**

FLSA Status (Exempt / Non-Exempt): Exempt
Compensation (Hourly / Salary): Salary
Job Status (Full-Time /Part-Time /Temp): Full Time
Daily Schedule (Start time Flexible / Not Flexible): Flexible
Work Location: Hybrid – Irving, TX

#### **Job Discretion**

How many people does this position supervise: None
Does this position have disciplinary responsibilities: No
Does this position have hiring / termination responsibilities: No
Does this position have evaluation responsibilities: No

#### **Essential Functions and Primary Duties**

- Serve as the technical expert for assigned systems, providing support and system capabilities recommendations to our internal customers.
- Create and maintain system documentation, including product specifications, datasheets, and user manuals.
- Ensure that our systems meet the customer’s needs and industry standards.
- Manage technical inquiries and provide timely and accurate responses to customer questions and concerns.
- Other duties as assigned.

#### **Association Wide Responsibilities & Values (expectations of everyone)**

1. Provide honest and ongoing communication as needed to support success throughout the organization

2. Meet established deadlines for all projects, reports and communications for all audiences both internally and externally.
3. Provide high-quality products, reports, communications and projects for all audiences internally and externally.
4. Be fair, consistent, responsive and supportive of leaders, staff, board members, members and vendors
5. Help PPAI to continually seek improvement. Be prepared to personally manage changes taking place within PPAI and the industry.
6. Be empowered, accountable and responsible for your career success, actions, influence and impact upon the organization as a whole.
7. Foster cultural values, mission and overall organizational guidelines of PPAI.

#### **Education Preferred**

<b>School/Certification Authority</b>	<b>Degree/ Certification</b>	<b>Major/ Minor</b>
College	Bachelor	Computer Science or Related

#### **Experience Preferred**

<b>Type of Work</b>	<b>Years of experience</b>	<b>Depth of Experience</b>
Systems product support, systems analyst, or product management role, preferably with NetSuite and or Hubspot	3+	

#### **Knowledge, Skills and Abilities Preferred**

<b>KSA's</b>	<b>Years of experience</b>	<b>Depth of KSA's</b>
Some technical skills including SQL and database management are a plus	3+	
Excellent written and verbal communication skills, with the ability to present technical information to both technical and non-technical audiences.	3+	
Strong problem-solving and analytical skills, with the ability to think creatively to find solutions to technical challenges.	3+	
Ability to work independently and as part of a team in a fast-paced environment.	3+	

## **Physical Activity**

- \*Sitting: Moderate
- \*Standing: Moderate
- \*Lifting: Moderate
- \*Pushing/Pulling: Moderate
- \*Bending/Stooping: Moderate
- \*Extended work hours, extended weeks (endurance requirement): Moderate

## **Work Environment**

- \*Office environment: Yes
- \*Trade show floor or event venues: Yes
- \*Temperature controlled environment: Yes
- \* Travel: Must be able to travel

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