



ERP SUPPORT SPECIALIST

In 1985, Mike and Kim Crabb founded Diamond C with a small team and a big dream. Over the years, the company has grown significantly, now employing over 900 team members. Diamond C remains a family-owned and operated business, with a strong emphasis on our foundational “Do Work, Love Strong” culture, which is based in Mt. Pleasant, TX.

We are unwavering in our commitment to more – more process improvements, more sustainable manufacturing, and more opportunities for our team. Our purpose is to fuel the growth and success of our team members, customers, and community. We're dedicated to being a positive force for change and using our expertise to make a meaningful impact on our community abroad. This role is located in Mount Pleasant, TX 75455

Purpose:

At Diamond C, our purpose is to fuel the growth and success of our team-members, customers, and community abroad. We're committed to more – more process improvements, more sustainable manufacturing, and more opportunities for our team. As an ERP Support Specialist, you will play a critical role in ensuring the effective use and optimization of our Enterprise Resource Planning (ERP) system. You will provide functional and technical support to end-users, troubleshoot system issues, and collaborate with cross-functional teams to align the ERP system with organizational goals. Embracing our 'Do Work, Love Strong' culture will help drive efficiency and innovation across all business functions.

Shift & Schedule: Monday-Friday 8:00am-5:00pm

Responsibilities:

- Serve as the primary contact for ERP system users, providing technical support and resolving issues across various modules (e.g., finance, manufacturing, supply chain).
- Troubleshoot and resolve ERP-related issues promptly, escalating as needed to minimize disruptions to operations.
- Train new and existing users on ERP functionalities and best practices to enhance adoption and productivity.
- Assist in planning, testing, and implementing system upgrades, patches, and new modules to ensure seamless operations.
- Configure ERP modules to meet business requirements, collaborating with functional teams to optimize workflows.
- Ensure data accuracy, consistency, and security within the ERP system through regular audits and process improvements.
- Work closely with cross-functional teams (finance, manufacturing, HR, etc.) to align ERP capabilities with business needs and identify process improvement opportunities.
- Analyze current ERP workflows and propose enhancements to improve system performance, reduce costs, and increase user satisfaction.
- Stay informed on ERP trends, new functionalities, and industry best practices, leveraging them to improve the system and processes.
- Develop comprehensive documentation, including training materials, user guides, and system configurations.
- Lead training sessions for end-users to promote ERP literacy and ensure effective use of system features.
- Provide Tier 1 help desk support by assisting users with troubleshooting, issue resolution, and general system inquiries.

Qualifications:

- Strong problem-solving and analytical skills with the ability to troubleshoot and resolve technical issues efficiently.
- Excellent communication and interpersonal skills, capable of translating technical concepts for non-technical users.
- Ability to work independently and collaboratively in a dynamic, fast-paced environment.
- Demonstrate the ability to quickly learn and adapt to new systems, processes, and technologies in a dynamic environment.

Preferred Skills:

- Experience working with DelmiaWorks.
- Experience with ERP system implementation, migrations, or customizations.
- Familiarity with SQL, report generation tools, and data analysis.
- Experience in manufacturing, finance, supply chain, or distribution industries.
- Spanish language proficiency is a plus.

Benefits:

- Medical
- Dental
- Vision
- Long and Short Term Disability
- Employer Paid 25K Life Insurance
- Other Supplemental Policies
- Physical Wellness Program
- Paid Maternal/Paternal Leave
- Tuition Reimbursement Program
- 401(k) & Company Match
- Scholarship

We encourage and welcome applicants with any and all backgrounds, experiences, abilities, and competencies. All decisions regarding hiring, promotion, discipline, and discharge are based on qualifications, merit, and the needs of the business. We are an equal opportunity employer.