



ERP System Administrator (NetSuite)

Location: 100% on-site requirement

Type: Full-time

On Demand Pharmaceuticals (ODP) (www.ondemandpharma.com) is changing the way we make and distribute medicines—by providing them to anyone, anywhere, anytime. We are creating innovative manufacturing platforms to enable our vision to produce critical medicines at the point of care and to secure the pharmaceuticals supply chain. As a young organization, ODP offers an exciting opportunity for passionate professionals to make a difference in the world while developing career paths for advancement.

Role Summary:

The Enterprise Resource Planning (ERP) System Administrator (NetSuite) will manage change in a highly dynamic environment and deliver technical solutions to support and maintain NetSuite and all its associated integrations. The associate in this role will work across the organization with Finance, Operations, IT, and other business units to collaborate on design, customization, integration, client solutions and other programs initiatives as they relate to the NetSuite environment.

Responsibilities:

- Administer the ERP system(s)
 - System security
 - Determine role-based security in conjunction with functional leads
 - Onboarding / Offboarding
 - Check-ins with NetSuite account manager and other ERP partners
- Change control for the ERP system(s)
 - Track changes made and why
- Manage ERP ticketing system
 - Ensure tickets are being handled by functional leads in a timely manner
 - Complete platform-related tickets
 - Reassign tickets as necessary
 - Help determine tickets to reassign to post-production support partners (PPS)
- Manage Projects
 - Determine what tickets become a project
 - Compile requirements from different departments and stakeholders
 - Develop the scope and cost of larger projects with PPS teams
 - Prioritize projects based on business need, cost, urgency, etc.
 - Work on smaller projects internally
 - Organize timing of projects with PPS teams
- Plan and manage platform releases
 - Understand what is included in new platform releases
 - Communicate updates and timelines to ODP functional leads
 - Schedule testing and training activities
 - Work with QA to ensure proper documentation is in place
 - Implement system updates
 - Coordinate with functional leads post-update to ensure accuracy
- Manage Sandbox
 - Schedule refreshes in conjunction with future phase work



- Document training materials
 - Create original training materials
 - Update existing training materials (after system updates or business process updates)

Minimum Qualifications:

- Bachelor's Degree in Computer Science, Finance, or comparable degree
- 1-3 years' experience owning and administering NetSuite and/or Coupa
 - Creating saved searches and reports
 - Fields and form changes
 - Prior experience in a validated environment desired
- Project Management
 - Ability to own projects and develop project plans in conjunction with stakeholders
 - Outsource projects as needed and manage projects with PPS teams
 - Ability to prioritize projects based on scope, costs, etc.
- Strong written and verbal communication skills
- Ability to effectively liaise with different departments, stakeholders and multiple business disciplines
- Can demonstrate strong leadership skills
- Confidently provide support and user training across departments, both in person and remote

Preferred Qualifications:

- NetSuite Administrator Certification
- Demonstrated ability to use NetSuite from a functional perspective
- Project management experience, preferably as part of NetSuite administration

COVID-19 Vaccination Policy:

With limited exceptions, COVID-19 vaccinations are required for all ODP employees who work on-site at our headquarters. Employees must present proof of full vaccination (ex. CDC card) or submit exemption requests to the Director of People Operations within two weeks of new employment. Exceptions to the policy are available only for those who need an accommodation for a qualifying medical reason or sincerely held religious belief or practice.

[Please click here to submit an application for this position.](#)

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