



JOB OPPORTUNITY

Job Title: ERP Project Relief Support Officer
Organisation: Watoto Church Ministries
Duty Station: Watoto Church, downtown
Department: Information and Technology
Contract Type: Full-time Contract
Reports to: Web and Applications Administrator

Watoto Church and Childcare Ministries have experienced exponential growth in the past couple of years, composed of multiple Celebration Centres (Campuses) and diverse Community care initiatives that include Childcare, Community and Neighborhood, Education and FM Radio, amongst others. In all of this, Watoto remains a local church, committed to celebrating Christ and caring for community.

Job Purpose:

The ERP Project Relief Support Officer is charged with the responsibility to support the day-to-day operations of the ERP project in the implementation, go-live, and stabilisation phases.

Key Duties and Responsibilities (but not limited to).

1. Support daily ERP project operations for system availability and functionality.
2. Provide helpdesk support (on-site/remote) during go-live and stabilisation.
3. Assist with user access, data integrity, and manage ERP accounts/permissions.
4. Monitor ERP performance and coordinate with the technical team to resolve issues quickly.
5. Assist with data migration, verification, and cleanup for accurate deployment.
6. Support report development and analysis using Power BI and other tools.
7. Conduct and participate in User Acceptance Testing (UAT), document results and issues, and track/escalate technical problems to vendors or the team.
8. Follow up with vendors on issues, maintain interaction records, and report on vendor performance for contract monitoring.
9. Liaise between staff, the ERP project team, and the vendor for smooth communication and updates.
10. Support user training, prepare materials, and coordinate sessions.
11. Create and maintain documents, frequently asked questions and provide ongoing ERP support.

Qualifications, Skills, and Experience.

- The applicant for the role should hold at least a minimum of a bachelor's degree in in ICT, Computer Science, Accounting or a related field.
- Previous experience in Dynamics 365 ERP implementation and support or business systems support is essential.
- Familiarity with ERP systems such as Microsoft Dynamics SL, Microsoft Dynamics NAV or similar platforms is an advantage
- Possess proficiency in Microsoft Office Suite (Excel, Word, PowerPoint, Outlook) and project tracking tools

Watoto Church Ministries - UGANDA

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- Possess experience in report analysis and visualization using Microsoft Power BI or similar BI tools.
- Embody organisational values, present confidently, and communicate well.
- Ability to deliver on-the-job training to team members.

Working at Watoto Child Care Ministries.

Watoto is committed to safeguarding children and vulnerable adults, and all staff are expected to adhere to the safeguarding policy.

How to Apply.

Suitably qualified and interested candidates can apply by following the procedures below.

1. Visit our website www.watotochurch.com **and navigate to join the team**
2. Select **click here** to view the job details.
3. To apply, click the **Apply Here** button.
4. Complete the form and submit it once all sections have been filled out.

Once you have completed the above step, please email the following documents to careers@watotochurch.com: CV, academic documents, and a Church recommendation letter (**Subject Line: Job Title - First Name, Last Name**).

Application deadline 14th September 2026.

ONLY SHORTLISTED CANDIDATES WILL BE CONTACTED FOR INTERVIEWS.

We are committed to equal employment opportunities.

