



JOB OPPORTUNITY

Job Title: ERP Project Relief Support Officer.
Organisation: Watoto Church Ministries.
Duty Station: Watoto Church, Downtown.

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.

Watoto is seeking to recruit an **ERP Project Relief Support Officer** 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).

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

Watoto Church Ministries - UGANDA

P O Box 2311 | Plot 87 KAMPALA RD | EMAIL: INFO@WATOTOCHURCH.COM



How to Apply:

All suitably qualified and interested candidates can apply by visiting our website.

1. Website www.watotochurch.com
2. Go to the **Join the Team** section, click **Apply**.
3. Under that, view the Job description and click on the link that reads: **Apply**.
4. Fill out the form that will be open and submit after all sections have been filled.
5. Submit your CV, academic and professional documents, and a cell/pastor's recommendation letter to careers@watotochurch.com (Subject Line: Job Title - First Name, Last Name)

DEADLINE: 19th / December /2025.

ONLY SUCCESSFUL APPLICANTS WILL BE SHORTLISTED AND CONTACTED FOR INTERVIEWS.

