



Manager, Business Systems

Location: Primarily Remote with Occasional Travel

We believe in a world in which every human life is valued, and health and human dignity are shared by all.

We believe that access to quality healthcare is a basic human right. For more than 100 years, we have worked with global partners to deliver locally sustainable, quality healthcare solutions to women, children, and their communities - [learn more about our values in action here](#), and see our work [here](#).

We believe in people.

We strive to live out our core values of **collaboration, love, excellence, accountability, and respect** every day. We provide our employees with a competitive salary and a meaningful benefits package, with opportunities to learn and grow. We especially encourage all people of diverse backgrounds to apply.

Overview

The Finance Department is responsible for the provision of cross-cutting, client-focused services in the areas of accounting, budget, treasury, information technology, administration, and grants. These strategic, operational, knowledge, and accountability-based services add significant value to the successful fulfillment of CMMB's global strategy.

The Business Systems Manager will ensure CMMB's business systems — especially our ERP — function optimally, support global users, and enable operational and strategic goals. The role blends hands-on system administration with the ability to see the big picture, proactively resolve issues, and escalate appropriately.

The ideal candidate is a detail-oriented, proactive problem-solver who combines strong technical aptitude with a strategic, big-picture mindset, ensuring systems run smoothly while anticipating needs and elevating issues appropriately.

Responsibilities & Accountabilities

ERP & Business Systems Administration

- Day-to-day administrator for ERP and connected business systems
- Manage user setup, role-based access controls, security permissions, and audit compliance
- Perform maintenance, configuration, monitoring, and data updates
- Support system upgrades, regression testing, and release cycle activities
- Monitor system performance, usage patterns, and data integrity
- Conduct detailed troubleshooting and root-cause analysis; escalate when needed
- Support integrations, data mapping, and validation
- Understand ERP backup/recovery processes and coordinate with IT when needed



User Support & Training

- Provide responsive support to global users with varying technical backgrounds
- Deliver onboarding, training sessions, and documentation
- Maintain a knowledge base and identify opportunities to streamline user experience

Business Process & Data Support

- Partner with finance, operations, procurement, and global teams to ensure systems meet organizational needs
- Maintain and enhance reports, dashboards, and BI tools
- Execute administrative tasks including data imports, reconciliations, and QA reviews

Cross-team Collaboration

- Support consistent global system use and adoption
- Participate in cross-functional system and process improvement initiatives
- Communicate system changes clearly to global stakeholders

Qualifications

- Bachelor's degree in Business, Information Systems, Finance, or related field preferred
- 3–5 years working with ERP/SaaS systems
- Experience with SQL or similar query languages preferred
- Familiarity with scripting/automation tools a plus
- Experience with BI/reporting tools
- Strong Excel and data analysis skills
- Detail-oriented, proactive problem-solver, strong communicator
- Ability to support global, remote, and cross-cultural users

CMMB is committed to fair and equitable compensation practices.

The pay for this role starts at \$80,000 - \$100,000. Actual compensation packages are based on several factors that are unique to each candidate, including but not limited to skill set, depth of experience, certifications, and specific work location. This may be different in other locations due to differences in the cost of labor.

EEO Statement:

At CMMB, we embrace diversity and demonstrate compassion towards all people—it is one of our core values. We are committed to building a team that represents a variety of backgrounds, perspectives, and skills. CMMB is proud to be an equal opportunity employer and complies with all applicable federal, state, and local fair employment practices laws. CMMB strictly prohibits and does not tolerate discrimination against employees, applicants, or any other covered persons because of race, creed or religion, color, national origin, disability, predisposing genetic characteristics, marital status, sex, gender, gender identity, gender expression, pregnancy, age, sexual orientation, military or veteran status, citizenship, status as a victim of domestic violence, or any other protected classification under applicable federal, state, or local laws. This statement applies to



all terms and conditions of employment. CMMB is committed to fostering an inclusive and accessible experience for all job seekers-- If reasonable accommodation is needed, you may contact us at pcc@cmmb.org.

To learn more about us, visit our website at www.cmmb.org and apply here: [Application Link](#).