



Super User Role Card

Role description

The Super User is a first point of contact to users at park- and departmental (Head Office) level. They offer hands-on support to users during and after go-live by guiding users through basic navigation issues, log ITSM tickets and refer them to the Workday Microsite. Super Users connect directly with the project team for assistance.

Role must have access to RPL
Microsoft suite:
MS Teams, emails,
SharePoint

Key activities

- Attend Super Users Network meetings
- Provide first contact support during hypercare
- Escalate issues as needed through the Post-go live (hypercare) support model
- Direct users to self-serve resources first (training recordings, job aids, user guides) stored on the microsite
- Supported directly by the Workday project team

Training

- Basic Workday Navigation Training (Manager training)
- Post Go Live Process Training (Hypercare)
- ITSM Training (Fresh Service)

Recommended skills

- Proficiency in English
- Strong technical knowledge
- Motivated to learn and support users

Last updated: 12 August 2025