



Career Service Authority

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Senior Enterprise Resource Planning Systems Analyst

GENERAL STATEMENT OF CLASS DUTIES

Performs full performance level professional work analyzing, refining and documenting the business requirements of customers included in the development, implementation and production of integrated Enterprise Resource Planning (ERP) systems. Creates functional and technical specifications for ERP systems to meet business requirements, while ensuring the integrity of the technical design process. Serves as a technical expert on all business requirements and information needs of customers.

DISTINGUISHING CHARACTERISTICS

There are three classifications in the ERP Systems Analyst series; however, this is not a progressive series. The Senior ERP Systems Analyst is distinguished from a *Staff ERP Systems Analyst*, which performs entry level professional work assisting in the analysis, refinement and documentation of the business requirements of customers. The guidelines that a Staff ERP Systems Analyst uses are well defined and require minimal decision making. In addition, incumbents in this classification are expected to have basic knowledge of ERP software and application functionality.

Senior ERP Systems Analyst is distinguished from an *Associate ERP Systems Analyst*, which performs intermediate level professional work analyzing, refining, and documenting the business requirements of customers. The Associate ERP Systems Analyst also functions as a technical expert on specific business requirements and information needs of customers. Incumbents in this classification exhibit a certain degree of independence, with respect to guidelines and decision making, when performing tasks that are moderate to complex in nature. Finally, Associate ERP Systems Analysts are required to have broad knowledge and experience with ERP software and application functionality and of ERP development tools.

ERP Systems Analysts are distinguished from Information Technology Systems Analysts by the specialized knowledge and experience with ERP software and application functionality incumbents in the ERP classifications must possess.

ERP Systems Analysts are also distinguished from the ERP Developers by the type of experience required to perform the job. For instance, an ERP Systems Analyst should have knowledge of the development tools used by an ERP Developer, including how to read code. However, an ERP Systems Analyst does not need to know how to write or modify code. An ERP Developer may perform systems analysis on simple tasks or elements of a system, whereas an ERP Systems Analyst is responsible for performing systems analysis on the entire system.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent.

Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion.

Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under general supervision, the employee receives assignments and is expected to carry them through to completion with substantial independence. Work is reviewed for adherence to instructions, accuracy, completeness and conformance to standard practice or precedent. Recurring work clearly covered by guidelines may or may not be reviewed.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, defended, gathered and discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

May perform lead work on projects that are large in scope and more than six months in duration.

ESSENTIAL DUTIES

Plans and performs business process analysis of non-routine or major business activities and functions.

Coordinates and performs work on complex and non-routine projects to analyze business requirements and address ERP system issues. Depending on a customer's business requirements and existing technologies, this may include:

- Performing packaged software gap analysis;
- Performing system set up and configuration activities;
- Performing workflow analysis and/or implementing workflow automation;
- Designing user interface prototypes;
- Designing and creating reports or data marts;
- Performing systems analysis and logical design activities such as data modeling, entity relationship diagramming, and logical database design; and/or
- Creating technical design specifications.

Researches vendor products to stay current on new and existing products and upgrades. Identifies ERP applications and integrated technology opportunities and solutions for resolving complex business problems.

Contacts and works with vendors to resolve software issues with delivered functionality.

Develops and obtains approval of ERP service delivery designs, business applications and automation prototypes and design specifications.

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Identifies security and application access needs for customers; develops or assists with the development of security definitions and profiles; assists with the maintenance of security authorizations; and develops recommendations for other system controls.

Develops or assists with the development of cost estimates, cost/benefit analyses and project justifications; develops or assists with the development of funding requests and proposals.

Coordinates and participates in the planning, development, and implementation of ERP systems to align solutions with a customer's needs and/or business requirements.

Plans, develops, and executes system regression, integration and acceptance testing; creates ERP systems documentation (including as-is/to-be process documentation); develops and writes training documentation and trains customers.

Advises customers on best practices, application customizations and interface strategies. Designs customizations where needed in collaboration with the customer and the technical team.

Coordinates pilot testing then creates procedures to address the implementation of new products and/or upgrades, user enhancement requests, and defect tracking.

Utilizes generic tools to analyze and manage data.

Provides guidance to lower-level ERP staff, which includes performing work reviews and performing project management duties.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Reasoning – Identifies rules, principles, or relationships that explain facts, data and other information; analyzes information and makes correct inferences or draws accurate conclusions.

Problem Solving – Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternative, and to make recommendations.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on the job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Customer Service – Works with clients and customers to assess their needs, provide information or assistance, resolve their problems, or satisfy their expectations; knows about available products and services; is committed to providing quality products and services.

Attention to Detail – Is thorough when performing work and conscientious about attending to detail.

Integrity/Honesty – Contributes to maintaining the integrity of the organization; displays high standards of ethical conduct and understands the impact of violating these standards on an organization, self, and others; is trustworthy.

Software Development – Knowledge of the principles, methods, and tools for designing, developing, and testing software in a given environment.

Creative Thinking – Uses imagination to develop new insights into situations and applies innovative solutions to problems; designs new methods where established methods and procedures are inapplicable or unavailable.

Reading – Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Interpersonal Skills – Shows understanding, friendliness, courtesy, tact, empathy, concern, and politeness to others; develops and maintains effective relationships with others; may include effectively dealing with individuals who are difficult, hostile, or distressed; related well to people from varied backgrounds and different situations; is sensitive to cultural diversity, race, gender, disabilities, and other individual differences.

Self Management – Sets well defined and realistic personal goals; displays a high level of initiative, effort, and commitment towards completing assignments in a timely manner; works with minimal supervision; is motivated to achieve; demonstrates responsible behavior.

Technology Application – Uses machines, tools, or equipment effectively; uses computers and computer applications to analyze and communicate information in the appropriate format.

Flexibility – Is open to change and new information; adapts behavior or work methods in response to new information, changing conditions, or unexpected obstacles; effectively deals with ambiguity.

Learning – Uses efficient learning techniques to acquire and apply new knowledge and skills; uses training, feedback, or other opportunities for self learning and development.

Decision Making – Makes sound, well informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

Teamwork – Encourages and facilitates cooperation, pride, trust, and group identity; fosters commitment and team spirit; works with others to achieve goals.

Computers and Electronics – Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming.

Software Testing and Evaluation – Knowledge of the principles, methods, and tools for analyzing and developing software test and evaluation procedures.

Oral Communication – Expresses information (for example, ideas or facts) to individuals or groups effectively, taking into account the audience and nature of the information (for example, technical, sensitive, controversial); makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Writing – Recognizes or uses correct English grammar, punctuation, and spelling; communicates information (for example, facts, ideas, or messages) in a succinct and organized manner;

produces written information, which may include technical material that is appropriate for the intended audience.

Stress Tolerance – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

Information Management – Identifies a need for and knows where or how to gather information; organizes and maintains information or information management systems.

Arithmetic – Performs computations such as addition, subtractions, multiplication, and division correctly, using whole numbers, fractions, decimals, and percentages.

Memory – Recalls information that has been presented previously.

Self Esteem – Believes in own self worth; maintains a positive view of staff and displays a professional image.

Knowledge of principles and methods used to identify business requirements and to analyze and design technology solutions that meet these requirements.

Knowledge of business practices and operations in order to anticipate user technology needs.

Knowledge of ERP application functionality, system requirements, and alternatives to configure or customize the ERP application to meet business needs.

Skill in mapping business processes and comparing those processes to ERP best practices.

Ability to translate ERP business requirements into functional (development) requirements.

Skill in facilitating requirement meetings and in accurately compiling and managing requirements, issues and associated team action items.

Skill in clearly communicating complex technical information to non-technical audiences.

Knowledge of multiple ERP development tools, which includes knowledge of the capability of each tool and the advantages/disadvantages of using one tool over another.

Knowledge of system development methodologies used to plan, develop, implement, operate, and maintain ERP systems.

Knowledge of ERP database management systems, applications, and database components (tables, rows, etc.).

Knowledge of Structured Query Language (SQL) in order to query data for problem solving, to create ad hoc reports, and to repair data in the database.

Knowledge of the principles and methods of web technologies, tools and delivery systems.

Skill in troubleshooting production issues and in the use of troubleshooting and trace tools.

Knowledge of Project Management tools, such as Microsoft Project, PowerPoint, Visio, Word and Excel.

Physical Demands:

Sitting: remaining in the normal seated position.
Handling: seizing, holding, grasping or otherwise working with hand(s).
Fingering: picking, pinching or otherwise working with fingers.
Talking: expressing or exchanging ideas by means of spoken words.
Hearing: perceiving the nature of sounds by the ear.
Repetitive Motions: making frequent movements with a part of the body.
Eye/Hand/Foot Coordination: performing work through using two or more.

Working Environment:

Work is primarily performed in an office setting and frequently at other locations for meetings.
Work involves pressure due to multiple calls and inquiries and is subject to interruption.

Education Requirement:

Baccalaureate Degree in Computer Science, Information Systems, Business Administration, Mathematics or a directly related field.

Experience Requirement:

Three years of professional level experience specializing in the implementation and integration of ERP software.

Education/Experience Equivalency:

Additional appropriate education and experience may be substituted for the minimum education and experience requirement.

Licensure and/or Certification:

By position, requires a valid driver's license.

CLASS DETAIL

FLSA CODE: Exempt
ESTABLISHED DATE: 04/20/2008
ESTABLISHED BY: Melissa Palmer
REVISED DATE:
REVISED BY:
CLASS HISTORY