



Office of Human Resources
IT ERP Systems Analyst Associate - CI2328
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General Statement of Duties

Performs intermediate level professional work analyzing, refining and documenting the customer business requirements, with respect to development, implementation and production support of integrated Enterprise Resource Planning (ERP) systems. Works to design solutions to business needs by utilizing the delivered functionality first before considering custom changes. Creates functional and technical specifications for ERP systems utilizing the existing Enterprise Resource Services (ERS) templates. Serves as a technical expert on specific customer business requirements and information needs.

Distinguishing Characteristics

There are three classifications in the ERP Systems Analyst series; however, this is not a progressive series. The Associate 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.

Associate ERP Systems Analyst is distinguished from a Senior ERP Systems Analyst, which performs full performance level professional work analyzing, refining and documenting the business requirements of customers. The Senior ERP Systems Analyst functions as a technical expert on all business requirements and information needs. Incumbents in this classification are expected to perform tasks that are complex in nature with a high level of independence. Finally, Senior ERP Systems Analysts are required to have advanced 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.

Level of Supervision Exercised

May perform lead work on projects that are small to medium in scope and duration.

Essential Duties

Researches vendor products to stay current on new and existing functionality.

Identifies customer security and application access needs; assists with developing of security definitions and profiles; assists with maintaining security authorizations in test environments.

Develops recommendations for system integration requirements.

Develops and executes functional system regression, integration, and performance testing.

Coordinates and performs work on routine projects or projects that are limited in scope to analyze business requirements and address ERP system issues.

Performs and analyzes standard and well established business process and activities and makes recommendations to improve business process.

Identifies ERP functionality and integrated technology opportunities and solutions for resolving basic business problems.

Prepares and reviews ERP service delivery designs, business applications and automation prototypes.

Develops or assists with developing of cost estimates, funding requests, or proposals.

Advises customers on ERP best practices, customizations and integration.

Trains customers and peers on new functionality.

Utilizes generic tools to analyze and manage data.

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

Creates ERP systems documentation including business process flows (BPF), test scripts, and user acceptance testing (UAT) scenarios.

Performs other related duties as assigned or requested.

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.

Competencies

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

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 are unavailable.

Customer Service – Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

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.

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

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.

Technical Problem Solving - Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.

Knowledge & Skills

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

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

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

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

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.

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

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.

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.

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

Education Requirement

Bachelor's Degree in Computer Science, Information Systems, Business Administration, Mathematics or a related field.

Experience Requirement

Two (2) years of professional level experience specializing in the implementation and integration of ERP software.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

By position, requires a valid Driver's License at the time of application.

Licenses and certifications must be kept current as a condition of employment.

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.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

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.

Lifting: raising or lowering objects weighing no more than 10 pounds, from one level to another.

Background Check Requirement

Criminal Check

Education Check

Employment Verification

By position, Motor Vehicle Record

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: I-813

FLSA Code: Y

Established Date: 9/21/2018

Established By: LS

Revised Date:

Revised By:

Class History: