



Office of Human Resources
IT ERP Systems Analyst Senior - CI2327
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General Statement of Duties

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

Level of Supervision Exercised

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

Essential Duties

Researches vendor products to stay current on new and existing functionality. Considers future product capabilities in current designs.

Identifies customer security and application needs. Develops or assists with the development of security definitions and profiles. Assists with maintaining security authorizations in test environments.

Develops recommendations for system integration requirements.

Plans, develops, and executes functional, system regression, integration and performance testing.

Coordinates and performs work on complex and routine projects to analyze business requirements and address ERP systems issues.

Coordinates, performs, and analyzes business process and activities and makes recommendations to improve the business process.

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

Develops and obtains approval of ERP delivery designs, business applications and automation prototypes from business owner.

Develops or assists with developing cost estimates, funding requests or proposals based on level of effort.

Advises customers on ERP best practices, customizations and integration.

Trains customers and peers on new functionality.

Performs data analysis using a variety of tools.

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

Communicates and coordinates the work of all parties involved the ERS project, including users, information technology staff, and vendors.

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

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

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.

Oral Communication – Expresses information to individuals or groups effectively; taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues and responds appropriately.

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

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

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

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

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

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 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, to create ad hoc reports, and to repair data in the database.

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.

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

Three (3) 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.):

Agility: bends, stretches, twists, or reaches out with the body, arms, or legs.

Balancing: maintaining body equilibrium to prevent falling over.

Carrying: transporting an object; usually by hand, arm, or shoulder.

Color vision: ability to distinguish and identify different colors.

Crawling: moving about on hands and knees or hands and feet.

Crouching: bending body downward and forward by bending legs.

Depth Perception: ability to judge distances and space relationships.

Eye/Hand/Foot Coordination: performing work through the use of two or more.

Feeling: perceiving attributes of objects by means of skin receptors.

Feeling: perceiving attributes of objects by means of spoken word.

Field of Vision: ability to adjust vision to bring objects into focus.

Field of Vision: ability to see peripherally.

Fine Dexterity: Coordinate eye-hand to operate a vehicle, reach, hold, grasp and turn objects.

Fingering: picking, pinching, or otherwise working with fingers.

Handling: seizing, holding, grasping, or otherwise working the hand(s).

Handling: seizing, holding, grasping, or otherwise working with fingers.

Hearing/Talking: Hear and determine direction of sound.

Hearing: perceiving the nature of sound by the ear.

Kneeling: bending legs to come to rest on one or both knees.

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

Mathematical reasoning

Memorization

Mental Demands: mathematical reasoning, memorization, oral comprehension, spatial orientation, and written comprehension.

Neck Flexion: Moving neck upward/downward.

Oral Comprehension

Pulling: Exerting force upon an object so that it is moving to the person

Pushing: exerting force upon an object so that the object is moving away from the person.

Reaching: extending the hand(s) and arm(s) in any direction.
Repetitive motions: Making frequent movements with a part of the body.
Sitting: remaining in the normal seated position.
Standing: remaining one one's feet in an upright position.
Stooping: Bending the body by bending the spine at the waist.
Talking: Expressing or exchanging ideas by means of spoken words
Vision Far acuity: ability to see clearly at 20 feet or more.
Vision Near acuity: ability to see clearly at 20 inches or less.
Vision: To observe animal behavior, read signs, and reading colors.
Walking: moving about on foot on uneven surfaces.
Walking: moving about on foot.
Written Comprehension.

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-815
FLSA Code: Y
Established Date: 9/21/2018
Established By: LS
Revised Date:
Revised By:
Class History: