



Career Service Authority

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Associate Enterprise Resource Planning Systems Analyst

GENERAL STATEMENT OF CLASS 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.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally numerous, well established and directly applicable to the work assignment. Work assignment and desired results are explained by general oral or written instructions.

Duties assigned are generally repetitive and restricted in scope but may be of substantial intricacy. Employee primarily applies standardized practices.

Decisions or recommendations on non-standardized situations are limited to relating organizational policies to specific cases. Problems that are not covered by guidelines or are without precedent are taken up with the supervisor.

Level of Supervision Received and Quality Review:

Under normal supervision, within a standardized work situation, the employee performs duties common to the line of work without close supervision or detailed instruction. Work product is subject to continual review.

Interpersonal Communications and Purpose:

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

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.

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.

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.

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.

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.

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 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 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 and to create ad hoc reports.

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:

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

Experience Requirement:

Two 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: 01/30/2011

REVISED BY: Melissa Fisher

CLASS HISTORY The General Statement of Duties and Essential Duties have been modified.