



Career Service Authority

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Senior Enterprise Resource Planning Developer

GENERAL STATEMENT OF CLASS DUTIES

Performs full performance level, professional programming work to design and implement Enterprise Resource Planning (ERP) systems, including multiple operating systems and databases.

DISTINGUISHING CHARACTERISTICS

There are three classifications in the ERP Developer series; however, this is not a progressive series. The Senior ERP Developer is distinguished from a *Staff ERP Developer*, which performs entry level professional programming work training in the maintenance and enhancement of ERP systems. The guidelines that a Staff ERP Developers 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 ability to use basic ERP software development tools.

Senior ERP Developer is distinguished from an *Associate ERP Developer*, which performs intermediate level professional programming work to design and implement ERP systems. 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 Developers are required to have broad knowledge and experience with ERP software, which includes knowledge of the multiple development tools within a specific ERP product. Senior ERP Developers are required to have advanced knowledge and experience with ERP software and be an expert in using multiple development tools within a specific ERP product.

ERP Developers are distinguished from Information Technology Developers by the specialized knowledge and experience with ERP software and ability to use ERP software development tools incumbents in these classifications must possess.

ERP Developers are also distinguished from the ERP Systems Analyst 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 analyses 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:

By position, performs lead work.

ESSENTIAL DUTIES

Independently evaluates user business functions and needs, then determines user ERP application requirements; translates and documents ERP requirements and creates an ERP system design plan.

Consults with other ERP staff and users to identify complex or non-routine problems and to create a plan for enhancements of current ERP software and systems.

Independently designs, develops, tests, implements, and documents both new and existing ERP systems.

Independently writes or modifies software programs including unit testing, coding, program installation and documentation (including entity relationship diagrams), for use with multi-application, multi-user database systems.

Performs impact analysis of proposed ERP software customizations, which includes reading through the software code to determine the feasibility of the customization and determining the impact of upgrades on these proposed customizations.

Performs application level performance tuning and debugging to optimize efficiency, which may include making recommendations to improve database performance.

Researches vendor provided modules, enhancements, bug fixes, and upgrades. Researches and applies vendor best practices and standards.

Contacts and works with the vendor on software issues with delivered functionality.

Integrates ERP software with other information systems; implements complex or non-routine upgrades and customizations of the ERP software package.

Creates processes to update data within the ERP system.

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

Some positions may perform database administration duties including database organization, storage, updates and establishment of rules relating to database security.

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:

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.

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.

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

Computer Languages – Knowledge of computer languages and their applications to enable a system to perform specific functions.

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.

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

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).

Software Engineering – Knowledge of software engineering design and development methodologies, paradigms, and tools; the software life cycle; software reusability; and software reliability metrics.

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

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

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

Ability to use 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 database theory and concepts and Database Manipulation Language (DML), including development of database structures and objects.

Physical Demands:

Sitting: remaining in the normal seated position.

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

Lifting: raising or lowering an object from one level to another.

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.

Near Acuity: ability to see clearly at 20 inches or less.

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 experience in development and modification of ERP business applications.

Education/Experience Equivalency:

A Baccalaureate Degree in an unrelated field plus 18 semester hours of course work specializing in ERP software and applications will substitute for the educational requirement. **OR** 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