



## Career Service Authority

Page 1 of 6

# Senior Enterprise Resource Planning Systems Analyst

### GENERAL STATEMENT OF CLASS 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.

### ***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**

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.

---

## 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.

**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 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** (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.

### ***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:***

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:*** 01/30/2011

***REVISED BY:*** Melissa Fisher

***CLASS HISTORY*** 1/2011 - The General Statement of Duties and Essential Duties were revised and updated.