



Career Service Authority

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Staff Enterprise Resource Planning Developer

GENERAL STATEMENT OF CLASS DUTIES

Performs entry-level, professional programming work training in the maintenance and enhancement of 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 Staff 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.

Staff ERP Developer is distinguished from a *Senior ERP Developer*, which performs full performance level professional work to design and implement ERP systems. Incumbents in this classification are expected to perform tasks that are complex in nature with a high level of independence. Finally, 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. Staff ERP Developers are expected to have basic knowledge of ERP software and ability to use basic ERP software development tools.

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:

Procedures, methods and techniques to be used are well established with options to be considered well defined. Tools, work aids and materials to be used are specified. Work steps are demonstrated or made clear by straightforward oral instructions.

Detailed oral and/or written instructions are normally given during the training period. Work steps involve a pattern of sequential motions such as push, pull, lift, carry or place which may include making gross discriminations as to size, color or readily observable conditions.

Duties assigned are primarily routine, repetitive and restricted in intricacy with little or no discretion in how they are carried out.

Level of Supervision Received and Quality Review:

Under close supervision, the employee receives training to develop skills and abilities in a specific line of work or general occupational area. Work product is subject to close, continuous inspection.

Interpersonal Communications and Purpose:

Contacts with the public or employees where factual information relative to the organization or its functions is received and relayed, or a service rendered, according to established procedures or instructions.

Level of Supervision Exercised:

None

ESSENTIAL DUTIES

Participates in the evaluation of user business functions and needs, then helps to determine user ERP application requirements; assists in the translation and documentation of ERP requirements.

Assists other ERP staff and users by performing tasks related to the identification of routine problems and creation of plans for enhancement of current ERP software and systems.

Assists in the design, development, testing, implementation, and documentation of both new and existing ERP systems.

Assists in writing or modifying ERP software programs including unit testing, coding, program installation and documentation (including entity relationship diagrams), for use with multi-application, multi-user database systems.

Assists in performing impact analysis of proposed ERP software customizations.

Researches vendor provided modules, enhancements, and upgrades.

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

Assists in the implementation of routine upgrades and customizations of the ERP software package.

Creates processes to update data within the ERP system.

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.

Customer Service – Works with clients and customers (that is, any individual who use or receive the services or products that the work unit produces, including the general public, individuals who work in the agency, other agencies, or organizations outside the Government) 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.

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.

Computers and Electronics – Knowledge of electric circuit boards, processors, chips, and computer hardware and software, including applications and programming.

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.

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.

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

Ability to use 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 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.

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:

None

Education/Experience Equivalency:

Three years of technical level Information Technology experience plus 15 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: Non-Exempt

ESTABLISHED DATE: 04/20/2008

ESTABLISHED BY: Melissa Palmer

REVISED DATE:

REVISED BY:

CLASS HISTORY