



Career Service Authority

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Staff Enterprise Resource Planning Systems Analyst

GENERAL STATEMENT OF CLASS DUTIES

Performs entry level professional work assisting in the analysis, refinement and documentation of customer business requirements, with respect to development, implementation and production support of integrated Enterprise Resource Planning (ERP) systems. Assists in the creation of functional and technical specifications for ERP systems utilizing the existing Enterprise Resource Services (ERS) templates.

DISTINGUISHING CHARACTERISTICS

There are three classifications in the ERP Systems Analyst series; however, this is not a progressive series. The Staff 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.

Staff 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:

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

Assists in researching vendor products to stay current on new and existing functionality.

Assists in identifying customer security and application needs; assists with the development of security definitions and profiles; assists with the maintenance of security authorizations in test environments.

Assists in developing recommendations for system integration requirements.

Performs specific duties as a team member working on routine projects or projects that are limited in scope to analyze business requirements and address ERP system issues.

Participates in the identification of ERP functionality and integrated technology opportunities and solutions for resolving business problems.

Assists with the development of cost estimates, funding requests, or proposals.

Assists in developing and obtaining approval of ERP delivery designs, business applications and automation prototypes from business owner.

Participates in advising customers on ERP best practices, customizations and integration.

Performs assigned tasks related to user acceptance testing; assists in creating ERP systems documentation; assists in training customers on new functionality.

Contacts and works with vendors on software issues with delivered functionality.

Utilizes generic tools to analyze and manage data.

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.

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.

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.

Stress Tolerance – Deals calmly and effectively with high stress situations (for example, tight deadlines, hostile individuals, emergency situations, dangerous situations).

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 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 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 basic 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.

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:

None

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: Non-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.