ENTERPRISE RESOURCE PLANNING ANALYST

DEFINITION

Under general direction, performs a variety of professional level duties in the design, development, and implementation of the Countywide Enterprise Resource Planning (ERP) system in response to Countywide business needs, such as accounts payable, budget, procurement, and/or payroll; provides extensive testing, guide development, and Countywide training; ensures Countywide business requirements are met, and business operations are effective and efficient through their expert functional knowledge of applications; acts as a liaison between Information Technologies staff and end users in order to create end user business solutions within the Countywide ERP system; and performs related duties as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the ERP Operations Committee via a matrix structure and assigned department management personnel. Exercises no direct supervision over staff. May provide technical and functional lead direction to staff assigned to different departments.

CLASS CHARACTERISTICS

This is an advanced journey-level classification characterized by the presence of complex and responsible duties, which include overall responsibility for the development and oversight of project plans directly related to implementing business solutions in conjunction with the ERP system and coordinating the implementation of the ERP system Countywide. Incumbents at this level have a strong understanding of fiscal policies and procedures, and operational systems which requires a combination of business application specific functional knowledge (such as accounts payable, budget, procurement, and/or payroll) as well as the technology skills needed to resolve business process issues. Performance of the work requires the use of considerable independence, initiative, and discretion.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

➢ Conducts complex analyses of business process solutions within the ERP system; serves as a liaison between department end users, analysts, information technology staff, and vendors in analyzing, designing, configuring, testing, and maintaining the ERP system in order to ensure optimal system performance and meet County business requirements.
➢ Coordinates efforts of assigned team to review functional business process fixes and determine the impact on ERP production processes.
➢ Prepares business cases and recommends critical project direction and scope changes, options, and issue resolutions to the ERP Operations Committee; present plans, project status, and progress against milestones in oral and written formats.
➢ Based upon business requirements and their expert functional knowledge of the application, creates a detail project plan required to achieve a business solution.
➢ Coordinates communications and working relationships with internal customers, outside service providers, and other agencies.
➢ Develops test scenarios and acceptance criteria for the testing of approved changes to the ERP system.
➢ Researches and prepares technical and administrative reports; prepares written correspondence.

- Completes required testing related to new service packs for existing modules; works with the ERP Operations Committee and vendor if errors are identified.
- Maintains a system to track all issues for assigned project(s) and their resolution; reviews open issues and communicates status.
- Develops training presentations and guides to educate end users on system updates or implementation of new modules.
- Participates in planning, designing, and facilitation of training to end users; monitors and evaluates results of training.
- Facilitates group meetings to collect data regarding department needs for effective system integration; confers with customer departments to ensure programs/applications meet the needs of the department; coordinates and communicates project goals, objectives, impact, logistics, and issues with stakeholders.
- Defines and documents business procedures that end users will follow to carry out business operations.
- Automates business processes by using workflow technology in the application.
- Creates custom program designs that will be coded and tested by application developers.
- Creates end user reports using the vendor's report writer and query tools, including Microsoft Excel.
- Tracks functional upgrades in new releases of the software.
- Tracks software releases, system patches, and updated logic to meet changing statutory requirements.
- Coordinates with information technology staff and end users to determine when patches/updated logic are applied and application upgrades are performed.
- Responds to end user questions and requests for help.
- Works with vendor's help desk to report bugs and resolve end user questions.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- ERP system modules and business processes in finance, accounting, budgeting, procurement, and/or payroll.
- Procedures and methods for testing business functions within ERP systems, which include diagnosis and troubleshooting techniques.
- Business processes, operating practices, and the organizational structure of a public sector agency.
- Systems analysis methods.
- Advanced principles and practices of training.
- Project team management and the ability to create and maintain project plans.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and County staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination.
- Computers and software programs (e.g., Microsoft software packages) to conduct, compile, and/or generate documentation.

Ability to:

- Facilitate discussions with supervisors, managers, and end users to define and document business requirements.

- ➢ Document business procedures.
- ➢ Create test plans and test procedures that ensure business requirements have been met.
- ➢ Keep track and test new releases of software, associated functional upgrades, and software patches.
- ➢ Facilitate effective meetings.
- ➢ Conduct individual and group training, providing expert instruction to end users in person, over the telephone, or via email.
- ➢ Detect and direct application/system problems to technical support.
- ➢ Understand the interrelationships between various ERP systems and other County systems.
- ➢ Create custom reports by compiling, organizing, and interpreting data.
- ➢ Define and document business requirements and procedures.
- ➢ Read, understand, analyze, interpret, and apply ERP system manuals, written material, and statistical data.
- ➢ Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- ➢ Anticipate implications and consequences of situations and plan contingencies.
- ➢ Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- ➢ Express ideas clearly and effectively to ensure audience understanding.
- ➢ Recognize interests of all stakeholders/departments and mitigate impacts of change.
- ➢ Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- ➢ Interact professionally and work collaboratively and productively with various management levels and union representatives, either one-on-one or in groups; maintain personal control in controversial situations.
- ➢ Present recommendations in writing in a thorough and persuasive manner.
- ➢ Gain cooperation through discussion and persuasion.
- ➢ Effectively represent the department and the County in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- ➢ Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- ➢ Effectively use computer systems, software applications, and modern business equipment to perform a variety of work tasks.
- ➢ Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- ➢ Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- ➢ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of the required experience, education, and training that would provide the essential knowledge, skills, and abilities is qualifying.

Equivalent to a bachelor's degree from an accredited four-year college or university with major coursework in Business Administration, Public Administration, Accounting, Finance, or a closely related field;

AND

Two (2) years of professional journey-level accounting or payroll administration experience that included managing and/or processing data in an ERP system application or participating in the validation of an ERP application's data and/or functionality. Public sector experience is preferred.; or

Two (2) years of professional journey-level experience in business systems analysis, applications, design, or management of other related systems which have included systems implementation. Public sector experience is preferred.

Licenses and Certificates:

➢ Possession of, or ability to obtain and maintain, a valid California or Nevada Driver's License and a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various County and meeting sites; vision to read printed material and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification, although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds. Reasonable accommodations will be made for individuals on a case-by-case basis.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with members of the public or with staff under emotionally stressful conditions while interpreting and enforcing departmental policies and procedures.

WORKING CONDITIONS

May be required to attend meetings outside of regular working hours.