ENTERPRISE RESOURCE
PLANNING (ERP) BUSINESS ANALYST

DEFINITION

Under general direction, creates end user business solutions in countywide Enterprise Resource Planning (ERP) System, which includes Human Resources/Payroll, Financial, Budget Preparation, and Property Tax components; ensures countywide business requirements are met, and business operations are effective and efficient through their functional knowledge of application; provides a wide variety of project management, business process engineering, implementation services and services to County end users and performs other related work as is required.

DISTINGUISHING CHARACTERISTICS

ERP Business Analyst is a journey level classification performing the full range of duties with general supervision. It is distinguished from other classifications by the combination of application specific functional knowledge and business process (operational) familiarity necessary to perform the associated duties. Associated duties include the management of multiple modules within the ERP application, creation and maintenance of table driven business rules and other sophisticated application configuration requirements, creation of automated workflows, creation of reports using robust report writers with relational data base backend and facilitating the creation of business processes including business process that extend to the web.

This classification requires a unique combination of project management, business (human resources, payroll, finance, accounting, budgeting, property tax) application specific functional knowledge and technology skills required to configure, test, train, and control enterprise application processes for accuracy, accountability, and the protection of cash and other assets. Positions in this class are found only in the Auditor-Controller's Office.

Direction is received from the Chief Deputy Auditor-Controller/Financial Systems. This classification is distinguished from the classification of Chief Deputy Auditor-Controller/Financial Systems in that the latter has the responsibility for Countywide functions, the provisions of advice and coordinating of divisional activities, the development of policies and procedures, and the analysis of the most difficult and complex financial, accounting and administrative problems.

This classification is distinguished from the classifications in the Finance Manager series in that the latter have responsibility for managing fiscal and accounting operations for County departments without requiring an extensive knowledge of information technology.

This classification is distinguished from the classification of Finance Systems Manager in that the latter has responsibility for managing and analyzing finance-based systems in County departments to insure internal control, accountability and the protection of County assets. The former is required to manage, ERP system modules by defining and maintaining table driven business rules and creating detailed project plans.

This classification is distinguished from the classification series of Software Programmer Analyst in that the latter have responsibility for design, analysis, construction, and maintenance of application software programs and codes, and does not possess the functional business knowledge of the former.

This classification is distinguished from the classification series of Systems Programmer Analyst in that the latter have the responsibility for support of hardware platforms hosting information system business applications such as mainframe, midrange computers, servers, desktops, and laptops, and does not possess the functional business knowledge of the former.

This classification is distinguished from the classification series of Business Technology Analyst in that the latter have the responsibility for analyzing business needs and problems in relation to information technology solutions without the functional business knowledge of the former.

EXAMPLES OF DUTIES

Defines and documents County business requirements through discussions with executive and management staff and end users.

1. Translates County business requirements into business solutions utilizing ERP system functionality; acts as liaison between executive and management staff, end users, and information technology staff to design and configure business solutions to ensure business requirements have been met.

2. Creates and maintains table driven business rules and other ERP application configuration settings.

3. Develops and manages project plans to implement business solutions; monitors and communicates progress of project.

4. Creates custom program designs to be coded and tested by information technology; develops and coordinates acceptance criteria with end users.

5. Develops, with end users, test plans and procedures for implementation of added functionality, custom programs, and software upgrades and system patches; coordinates with information technology to test patches/updated logic and overall application upgrades.

6. Creates, documents and maintains County business processes.

7. Creates end user reports utilizing the vendor's report writer and query tools.

8. Automates business process by using application workflow technology.

9. Uses data warehouse tools to turn data into business intelligence.

10. Sets and maintains application level security; develops and administers security definitions and profiles.

11. Coordinates with information technology and end users to determine patches/updated logic and application upgrades implementation; tracks functional upgrades in new releases of ERP software; educates end users on new functionality and implements new functionality upon request;

Enterprise Resource Planning Business Analyst

12. Develop training curriculum and conducts training sessions.

13. Consults and coordinates with information technology and/or system vendors to resolve application/system and equipment problems.

14. Responds to end user requests for assistance.

QUALIFICATIONS

A combination of experience, education, and/or training which substantially demonstrates the following knowledges, skills and abilities:

Thorough knowledge of:

1. ERP System modules in finance, and/or accounting, and/or budgeting, and/or human resources, and/or payroll, and/or property tax.

2. Project management.

3. Business Process Reengineering (BRP).

4. ERP business solution implementation.

5. Problem diagnosis and troubleshooting techniques.

6. Principles and practices of public and/or business administration, and/or public finance/accounting, and/or human resources/payroll.

Working knowledge of:

1. Relational database theory and design.

2. Security methods for managing ERP system access.

3. Principles and practices of training.

4. Principles and methods of automated records system management.

5. Web based client/server application architecture and associated communication protocols.

6. Web based business processes such as recruitment, procurement, employee self serve, etc.

Skill and Ability to:

1. Develop, communicate and execute detailed project plans.

2. Define and document business requirements.

3. Configure ERP application or create custom software designs.

4. Create reports utilizing ERP application reporting tools.

5. Establish and maintain effective working relationships, and maintain high levels of customer service.

6. Communicate effectively both orally and in writing.

7. Follow oral and written instructions.

8. Read, understand, interpret and apply ERP system manuals.

9. Work independently under limited supervision, exercise initiative within established procedural guidelines, and organize and prioritize work to meet established deadlines.

10. Log and track new releases of software, associated functional upgrades and software patches.

11. Coordinate implementation of new software releases, functional upgrades and software patches with information technology and end users.

12. Write clear and concise instructions and training plans.

13. Microsoft Office software including Access, Power Point, Excel and Word.

EXAMPLES OF EXPERIENCE/EDUCATION/TRAINING

The knowledges, skills and abilities listed above may be acquired through various types of experiences, education or training, typically:

Completion of all coursework leading to a Bachelor's degree in Computer Science, Business Administration, Public Administration, Finance, Accounting or a related field

AND

Three years experience in business systems analysis, design or management

OR

A graduate level degree in Computer Science, Business Administration, Public Administration, Finance or a related field

AND

One year experience in business system analysis, design or management.

REQUIRED CONDITIONS OF EMPLOYMENT

As a condition of employment, the incumbent will be required to:

1. Possess a valid California class C driver license or be able to provide suitable transportation that is approved by the appointing authority.

2. Successfully pass a background investigation, or a modified background investigation.

CLASS HISTORY

Class Code:	14P32	Job Group	03
Established Date:	2003	EEO Category:	P
Revised Date:	n/a	Work Comp. Code:	8810
Former Title:	n/a	Bargaining/Employee Unit:	X
		FLSA:	E
		MOCO OT:	N

Prepared by:

Approved by:

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Date