



Job Title	ERP Systems Analyst I	FLSA Status	Exempt
Band	PRO	Probationary Period	12 Months
Zone	5	Job Code	17403

Class Specification – ERP Systems Analyst I

Summary Statement:	
<p>The purpose of this position is to develop, implement, and support integrated Enterprise Resource Planning (ERP) systems of a limited degree of complexity. With direction, address business requirements via ERP systems to include design, code, configuration, and testing; develop technical specification documentation; troubleshoot and fix problems; and assist users with reporting and data analysis. Adheres to all IT policies, processes, and procedures using the ITIL framework.</p>	
DISTINGUISHING CHARACTERISTICS:	
<p>This is the entry level class in the ERP Systems Analyst series. This class is distinguished from the (II level) by the performance of the more routine tasks and duties assigned to positions within the series and by the level of supervision required in the performance of assigned duties. Since this class is typically used as a training class, employees may have only limited or no directly related work experience.</p>	
Essential Functions	Note: Regular and predictable attendance is an essential function in the performance of this job.
Time % (All below must add to 100%)	Note: Time spent on each essential function will vary based on operational needs and is only intended to be an approximation over the course of a full year.
10%	Design solutions to business problems that leverage the ERP solution’s delivered functionality; identify security and application access needs for customers; configure ERP system modules; customize modules as appropriate; may design and code custom applications and processes; test applications; resolve user testing issues; document configuration and customizations; and train users in ERP solutions.
10%	Design, develop, and support integrations between ERP system and other internal or external systems.
60%	Support ERP systems; apply patches, upgrades/releases as appropriate; and troubleshoot and fix problems within the ERP system configuration, ERP system customizations, related custom applications, and interfaces. Interface with ERP system vendor on issues; and assist with the maintenance of security authorizations.
20%	Support ERP system data; troubleshoot and fix problems; and assist users with reporting and data analysis.

Competencies Required:



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Human Collaboration Skills: Decisions regarding interpretation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.

Reading: Intermediate- Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily such an education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Math: Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Writing: Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Technical Skills Required:

Skilled in a Technical Field: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.

Relevant Background and Formal Education: Demonstrated skills, competencies, and knowledge required for this job are most often acquired through the following practical experience and level of academic education and training as suggested below.

Education: Bachelor's degree from an accredited college or university with major coursework in business, computer science, project management, information technology, or a related field.

Experience: One year of full-time ERP systems analyst experience including large enterprise-wide projects.

Education and Experience Equivalency:

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Certifications and Licenses: Must possess or be able to acquire the following certifications and/or licenses.

Certifications required in accordance with standards



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established by departmental policy.

Supervision Exercised:
 Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.

Supervision Received:
 Receives General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.

Fiscal Responsibility:
 This position has no budgetary/fiscal responsibility.

Physical Demands:
 Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.

Environmental Conditions	Frequency
Primary Work Environment	Office Environment
Extreme Temperature	Never
Wetness and Humidity	Never
Respiratory Hazards	Never
Noise and Vibrations	Never
Physical Hazards	Never
Mechanical and/or Electrical Hazards	Never
Exposure to Communicable Diseases	Never

Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, and standard office equipment.

Specialized Computer Equipment and Software: Microsoft Office.

The description above is intended to represent only the key areas of responsibilities; specific job assignments, duties, and environmental conditions will vary depending on the business need of the department and the particular assignment.

Original Date: December 2015