



Job Title	ERP Systems Analyst II	FLSA Status	Exempt
Band	PRO	Probationary Period	12 Months
Zone	6	Job Code	17416

Class Specification – ERP Systems Analyst II

Summary Statement:

The purpose of this position is to develop, implement, and support integrated Enterprise Resource Planning (ERP) systems of a moderate degree of complexity. With general direction, analyze business requirements and address them via ERP systems to include design, code, configuration, testing, and implementation; develop technical specification documentation; troubleshoot and fix problems; and assist users with reporting and data analysis. Adheres to and reinforces all IT policies, processes, and procedures using the ITIL framework.

DISTINGUISHING CHARACTERISTICS:

This is the full journey level class within the ERP Systems Analyst series. Employees within this class are distinguished from the (I level) by the performance of the full range of duties as assigned. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from level I, or when filled from the outside, have prior experience.

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.
15%	Design solutions to business problems that leverage the ERP solution’s delivered functionality first before considering custom changes, considering future product capabilities in those designs. Identify security and application access needs for customers; and develop security definitions and profiles. Configure ERP system modules; and install and 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.
15%	Design, develop, and support integrations between ERP system and other internal or external systems.
50%	Support ERP systems; apply patches, upgrades/releases as appropriate; and troubleshoot and fix problems within the ERP system configuration, ERP system



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	customizations, related custom applications, and interfaces. Interface with ERP system vendor on issues; monitor the application environment and tune system performance; 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:	
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: Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.	
Math: Advanced - Ability to apply fundamental concepts of theories, work with advanced mathematical operations methods, and functions of real and complex variables. Ordinarily, such education is obtained at the college level or above. However, it may be obtained from experience and self-study.	
Writing: Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained at the college level or above. 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: Three years of full-time ERP systems analyst experience including large enterprise-wide	



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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 established by departmental policy.

Supervision Exercised:
 Work requires the occasional direction of helpers, assistants, seasonal employees, interns, or temporary employees.
Supervision Received:
 Receives Limited Direction: This job title normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. 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



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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