



Job Title	Senior ERP Systems Analyst/ Administrator	FLSA Status	Exempt
Band	PRO	Probationary Period	12 Months
Zone	9	Job Code	17415

Class Specification – Senior ERP Systems Analyst/ Administrator

Summary Statement:	
<p>The purpose of this position is to develop, implement, and support integrated Enterprise Resource Planning (ERP) systems of a high degree of complexity and scope. With minimal direction, serves as technical expert to 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. May lead and advise other ERP Analyst staff; and adheres to and reinforces all IT policies, processes, and procedures using the ITIL framework.</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.
20%	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.
10%	Design, develop, and support integrations between ERP system and other internal or external systems.
40%	Support ERP system; 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; monitor the application environment and tune system performance; and assist with the maintenance of security authorizations.



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20%	Support ERP system data; troubleshoot and fix problems; and assist users with reporting and data analysis.
10%	Research vendor products to stay current on new and existing functionality. Perform packaged software gap analysis. Identify ERP applications and integrated technology opportunities and solutions for solving complex business problems.

Competencies Required:

Human Collaboration Skills: Interactions have significant impact and may involve recommendations regarding potential policy development and implementation. Position evaluates customer satisfaction, develops cooperative associations, and utilizes resources to continuously improve customer satisfaction.

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: 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: Advanced - Ability to write business design documents, technical design documents, testing documents, 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:

Advanced Skills and Knowledge: Work requires advanced skills and knowledge in approaches and systems, which affect the design and implementation of major programs and/or processes organization-wide. Independent judgment and decision-making abilities are necessary to apply technical skills effectively.

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 computer science, information management, or a related field.



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Experience: Five years of full-time responsible experience working in IT applications or related field.

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 functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling of work.

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:
 The job title prepares accounting, budget, employment actions, and purchasing documents; and does research to justify language used in documents for a unit or division of a department. May recommend budget allocations.

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



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Machines, Tools, Equipment, and Work Aids: Computer, printer, copier, telephone, iPhone, iPad, 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