

ERP ERP BUSINESS ANALYST I
ERP BUSINESS ANALYST II

DEFINITION

To perform complex analytical, administrative, financial, and technical duties in support of implementation, administration, and operation of the Enterprise Resource Planning (ERP) system to improve and enhance business systems and applications; act as liaison between functional users and technical groups in the configuration, modification and testing of the ERP system to meet changing business requirements.

DISTINGUISHING CHARACTERISTICS

ERP Business Analyst I – This is the entry level class in the ERP Business Analyst I series. This class is distinguished from the journey level by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under general supervision while learning job tasks.

ERP Business Analyst II – This is the journey level class within the ERP Business Analyst II series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

SUPERVISION RECEIVED AND EXERCISED

ERP Business Analyst I

Receives general supervision from assigned management or supervisory personnel. May exercise technical and functional supervision over technical and administrative support personnel.

ERP Business Analyst II

Receives direction from assigned management or supervisory personnel. May exercise technical and functional supervision over lower level professional and direct supervision over technical and administrative support personnel.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Provide internal support on business processes and transactions including understanding integration between an ERP system and external systems ensuring issues resolution.

Collaborate with Information Technology staff to identify and test quarterly patches, service requests and assess impacts to functionality, resolving issues and identifying solutions to the impacted areas through completion.

Maintain and modify system table configurations in the various ERP modules, including, but not limited to Finance, Budget, Human Resources and Payroll to support on-going business needs.

Design, develop, and modify custom reports using ERP tools as required by City Council, management, staff, external systems, and outside agencies.

Lead and participate in projects to examine, define and modify business processes; serve as technical resource for the planning and execution of projects; plan and participate in business requirements gathering and hands on functional and technical testing of new or modified systems.

Provide technical support to user groups and identify system enhancements, business process reengineering and recommend system changes to improve efficiencies across the City as a whole.

Responsible for evaluation of business processes for inefficiencies and matching business needs with ERP System capabilities; recommend best practices and provide support in the building, development, testing of new functionality.

Perform financial analyses and reconciliation and assist with general accounting duties including balancing financial transactions, assisting with reconfiguration, reporting, month end close, and year end close in performing data collection for the production of financial reports including regulatory and compliance reporting.

Establish and enforce standards for all documentation of application changes and updates to configuration, process and procedures; update training content by working in conjunction with the business owners of the applicable modules; provide support and training to end users.

Answer questions and provide information to the public, via telephone, e-mail, and written correspondence; investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MIMIMUM QUALIFICATIONS

ERP Business Analyst I

Knowledge of:

Modern office equipment and methods including use of computer applications in word processing, spreadsheet, database, and graphic presentation, including Microsoft Office suite.

Automated accounting and information systems.

Statistical research and analysis techniques.

Data analysis and research methods.

Reporting tools and practices.

Principles of data management.

Methods for financial recordkeeping and general ledger reconciliation.

Principles and practices of generally accepted accounting and reporting activities

Ability to:

On a continuous basis, know and understand all aspects of the job. Intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Learn applicable Federal, State and local laws, codes and regulations.

Learn specialized business unit work processes.

Apply accounting principles to the analysis of financial and accounting transactions and audit of financial records.

Support all current and future system and/or process improvements for Finance, Human Resources, Payroll, and Budget.

Use automated accounting and information systems.

Research, analyze and resolve technical administrative issues.

Analyze large and complex sets of data.

Work with and maintain the confidentiality of information.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

ERP Business Analyst I

Experience:

No professional experience is required.

AND

Training:

A Bachelor's degree from an accredited college or university, preferably in business administration, computer science, finance, accounting, or a related field.

License or Certificate:

Possession of a valid California driver's license by date of appointment.

ERP Business Analyst II

In addition to the qualifications for the ERP Business Analyst I:

Knowledge of:

Troubleshooting techniques as it relates to enterprise business applications.

Principles and practices of project management.

Principles and practices of business analysis including requirements analysis and solutions assessment.

Methods and techniques for application development and integration.

Principles of data retrieval and reporting.

Ability to:

Independently perform professional duties in the analysis of accounting and financial business processes and maintenance and testing of enterprise application systems.

Analyze, evaluate and integrate business and/or systems processes and procedures to improve current practices and develop effective solutions.

Experience and Training

Experience:

Two years of professional experience performing duties similar to that of an ERP Business Analyst I with the City of Roseville.

AND

Training:

A Bachelor's degree from an accredited college or university, preferably in business administration, computer science, finance, accounting, or a related field.

License or Certificate:

Possession of a valid California driver's license by date of appointment.

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