

**City of Redmond****Classification Description**

<b>Job Title:</b> ERP Business Systems Analyst	<b>Reports to:</b> Business Solutions Manager
<b>Former Job Title:</b>	<b>Department/Division:</b> TIS
<b>Union:</b>	<b>Bargaining Unit:</b>
<b>Supervisory:</b> No	<b>FLSA:</b> Exempt
<b>Date Reviewed:</b> January 2019	<b>EEO:</b>

**Summary**

Under the general direction of the Business Solutions Manager in Technology & Information Services, the Enterprise Resource Planning (ERP) Business Systems Analyst is responsible for partnering with Finance to contribute to the implementation and support of ERP solutions at the city, which includes business process mapping, system configuration, Tier 2 support, end user training, and vendor engagement.

**Distinguishing Career Features**

The ERP Business Systems Analyst is a contributor to the overall delivery of ERP at the city, and as such has latitude in making decisions within their defined role. The impact of the work can be citywide. The role focuses on ERP systems specifically, and makes decisions in collaboration with senior contributors in TIS and leadership within Finance, HR, and other related departments. The role will be overseen by senior contributors and leadership within TIS.

**Essential Duties and Responsibilities**

- Contribute to the planning, development and implementation of strategic plans and objectives that aid in achieving citywide vision, mission and business objectives by developing and fostering relationships with business stakeholders.
- Contribute to the evolution and maintenance of a strategically sound citywide ERP platform in support of the business cycle, and city financial planning.
- Align with the Finance department on implementing and monitoring policies, practices, training programs and standards that govern finance and operations at the city.
- Support the implementation of standards and work programs to ensure the integrity, confidentiality and availability of City financial data.
- Maintain a catalog of business process maps, key business models, and end-to-end cross-functional workflows that relate to ERP systems and processes at the city. Participate in process improvement projects relating to these processes.
- Follow change management processes relating to ERP and related systems at the city, and lead configuration changes in relation to ERP systems.

- Partner with Finance to design and implement documentation and training plans relating to ERP.
- Act as a secondary point of contact and escalation to vendors that the city has retained for systems maintenance, support, and professional services. When necessary, contribute to RFPs in relation to ERP.

### **Qualifications**

- Knowledge of and Skills in

- Intermediate to advanced knowledge of Microsoft Dynamics AX and Dynamics 365 – design, configuration, and integration.
- Business analysis and design skills, including documentation.
- Functional analysis skills to translate business needs into application specifications.
- Data visualization tools such as PowerBI, Excel, Tableau.
- SDLC methodology and a strong understanding of IT security concepts and standards
- PM methodologies such as Waterfall and Agile. PM tools such as JIRA, MS Project, Excel.

- Abilities to

- Work directly with City departments to facilitate ERP systems analysis and change management processes.
- Create and manage ERP management awareness training programs for employees, contractors and approved system users.
- Provide subject matter expertise to City senior management on a broad range of ERP solutions, best practices, and compliance requirements particularly related to Federal, State, and County standards.
- Monitor vendor alignment with ERP requirements as needed.
- Ability to participate in decisions based on the entire body of work and assimilate the big picture.
- Ability to support decisions and resolve complex problems that involve understanding the priorities and organizational needs of the City.
- Ability to contribute to technical systems implementation, design, programming and systems administration duties.

- Physical Abilities and Working Conditions

Work is predominately performed indoors in an office with occasional driving to other locations for meetings. Attendance at evening meetings may be required. The work requires sitting, talking and hearing; frequently requires the use of hands to fingers, handling writing instruments, computers and office supplies which require repetitive arm wrist and hand movement. Occasionally, requires standing and reaching with arms and hands, climbing, stooping, kneeling, crouching, bending or crawling. May require occasional lifting not exceeding 30 pounds.

- Education and Experience

- Bachelor's degree or equivalent experience in an ERP or IT-related discipline.
- Minimum of 3 – 5 years' experience in a combination of ERP and/or Information Technology positions demonstrating a progressive growth in responsibility.
- Proven experience with current ERP technologies
- Demonstrated experience with contributing to significant parts of ERP deployments and/or upgrades.
- Demonstrated understanding of technological trends and developments in the areas of information ERP, system architectures, and cloud computing.
- Demonstrated ability to frame technical concepts to both technical and nontechnical audiences.

- Licenses and Certificates

- Valid Washington State driver's license

*This class description describes the general nature of the work performed, representative duties as well as the typical qualifications needed for acceptable performance. It is not intended to be a complete list of all responsibilities, duties, and skills required of the job.*