

**Classification Description**

<b>Job Title:</b> Senior 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 Senior Enterprise Resource Planning (ERP) Business Systems Analyst is responsible for partnering with Finance to shape and drive 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 Senior ERP Business Systems Analyst has great latitude in making decisions and the impact of these is citywide. The role focuses on ERP systems specifically, and makes decisions in collaboration with leadership within Finance, HR, and other related departments. The role may oversee the work of Analysts and other professional or technical positions, and will participate in budgeting and strategic planning.

**Essential Duties and Responsibilities**

- Plan, develop and implement strategic plans and objectives that aid in achieving citywide vision, mission and business objectives by developing and fostering relationships with business stakeholders.
- Responsible and accountable for evolving and maintaining 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.
- Evaluate, choose, adapt and drive 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.

- Design and implement change management processes relating to ERP and related systems at the city, then lead and/or oversee configuration changes in relation to ERP systems.
- Partner with Finance to design and implement documentation and training plans relating to ERP.
- Act as a main point of contact and escalation to vendors that the city has retained for systems maintenance, support, and professional services. When necessary, lead RFPs in relation to ERP.

### **Qualifications**

- Knowledge of and Skills in

- Advanced knowledge of Microsoft Dynamics AX and Dynamics 365 – design, configuration, and integration.
- Advanced business analysis and design skills, including documentation.
- Advanced 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.
- Relational database design and can read/write SQL.
- Cross-functional negotiation and driving for win-win outcomes.

- 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 make decisions based on the entire body of work and assimilate the big picture.
- Ability to make decisions and resolve complex problems that involve understanding the priorities and organizational needs of the City.
- Ability to oversee and 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.	
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- Education and Experience

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| <ul style="list-style-type: none"> <li>• Bachelor's degree or equivalent experience in an ERP or IT-related discipline.</li> <li>• Minimum of 7 – 10 years' experience in a combination of ERP and/or Information Technology positions demonstrating a progressive growth in responsibility.</li> <li>• Proven experience with current ERP technologies</li> <li>• Demonstrated experience with leading all or significant parts of ERP deployments and/or upgrades.</li> <li>• Demonstrated understanding of technological trends and developments in the areas of information ERP, system architectures, and cloud computing.</li> <li>• Demonstrated ability to frame technical concepts to both technical and nontechnical audiences.</li> </ul> |
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- Licenses and Certificates

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| <ul style="list-style-type: none"> <li>• Valid Washington State driver's license</li> </ul> |
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*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.*