

ERP (ENTERPRISE RESOURCE PLANNING) ROLE AND WORKFLOW ANALYST I

JOB DESCRIPTION

Classification Responsibilities: An ERP (Enterprise Resource Planning) Role and Workflow Analyst I is responsible for administering and maintaining system and business role-based permissions along with associated workflows for the City's ERP solution. Duties include performing skilled, specialized duties, including adding, changing, and deleting user access to the ERP systems; adding, changing, or deleting workflow assignments in the ERP systems; maintaining confidentiality requirements; identifying and resolving security and workflow issues; and assisting the user community with resolving issues through collaborative troubleshooting and resolution. ERP Role and Workflow Analyst I's are frequently engaged in project work, under the direction of a supervisor, that is driven by business process changes and requirements related to solution maintenance and upgrades. In addition to supporting the user community, this role works closely with the City's Department of Innovation and Technology (DoIT) ERP technical team; coordinating with ERP staff to assist with testing of security and workflow modifications; updating system documentation, including operating procedures for system access and workflow; and performing related duties as required.

Distinguishing Features: The ERP Role and Workflow Analyst I class will be expected to gain a practical understanding of the City's organizational structure and significant business processes in order to accurately administer the role and workflow assignments to meet the needs of City departments and user groups. This position will generally have a narrow scope of responsibility and will handle role and workflow tasks that are routine in nature with close supervision, at least initially, and technical guidance will be received from an ERP Role and Workflow Analyst II or supervisor. The ERP Role and Workflow Analyst I class is distinguished from the Analyst II class by the II's performance of advanced-level role and workflow tasks, including the design and implementation of new security roles and workflows; engagement of ERP vendors as required to perform advanced troubleshooting and issue resolution; independence of action and increased responsibility to perform specialized work under limited supervision; participation in projects under moderate supervision; increased interaction with City departments and user groups; and development and delivery of security, role, and workflow training within the scope of a particular project or system. The ERP Role and Workflow Analyst I class receives technical guidance and mentoring from the Analyst II class, and will be supervised by the ERP Program Manager through conferences, observation of work in progress, evaluation of results achieved, and feedback from the ERP Governance Board and user departments. An ERP Role and Workflow Analyst I may progress to the ERP Role and Workflow Analyst II class by non-competitive promotion upon meeting the specific criteria-based promotion requirements. This class is FLSA nonexempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Graduation from an accredited college or university with an Bachelor's Degree in Computer Science, Management Information Systems, Business Administration, Accounting, or closely related field; **OR** any combination of training, education, and experience equiva-

lent to an Associate's Degree in Computer Science, Management Information Systems, Business Administration, Accounting, or closely related field, and one to three years' computer systems experience providing technical support to customers for an Enterprise application, with responsibility for user administration, workflow management, and/or security role administration or as a super user of an Enterprise application; **OR** three to five years' computer systems experience providing technical support to customers for an Enterprise application with responsibility for user administration, workflow management, and/or security role administration or as a super user of an Enterprise application.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Graduation from an accredited college or university with a Bachelor's Degree in Computer Science, Management Information Systems, Business Administration, Accounting, or closely related field. Good (1 - 3 years) computer systems experience will be highly desirable in supporting or using (as a "super user") the following systems or applications: financial management, payroll, time and attendance, procurement, or human resources. Experience with reporting tools and methods to support requirements for auditing, analysis, and reporting; experience troubleshooting, performing root cause analysis, and suggesting solutions to prevent reoccurrence; experience developing and delivering end user training; communication and presentation skills; and knowledge of SQL Server and SQL tools for data queries (including advanced SELECT statements) are also highly desirable.

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Communicates with Financial Services staff, City departments and ERP users, the City's DoIT technical and project staff, and ERP vendors regarding role-based permissions and associated workflows for the City's ERP system to City departments and user groups. Communicates with team members to provide effective customer service. Communicates with City departments and user groups to understand the City's business processes, and to create or define logical job-based roles. Communicates with City departments and user groups to determine the appropriate assignment of security roles to perform the business functions. Coordinates with ERP staff to assist with testing of security and workflow modifications. Presents information verbally and in writing to share information, complete tasks, and resolve issues. Works courteously with customers and coworkers. Maintains confidentiality requirements.

Manual/Physical: Operates a variety of standard office equipment, such as a personal computer (PC), printer, and telephone to complete ERP duties. Using a PC, adds, changes, and deletes user access to the ERP system based on process workflows. Adds, changes, or deletes workflow processes and rules in the ERP system based on departmental or workflow changes, and with the appropriate approvals. Tests and schedules ERP workflow system changes with DoIT via change management to ensure the stability and reliability of the City's computer systems (and to prevent system performance issues or outages).

Prepares or updates system documentation, including operating procedures and documentation for system access and workflow decisions. Meets scheduling and attendance requirements.

Mental: Maintains (monitors, reviews, and changes) the role-based permissions and associated workflows for the City's financial, payroll, timekeeping, human resources, performance budgeting, and procurement ERP systems. Learns the City's business processes and maintains logical job-based roles with and for the City departments and user groups. Researches and/or analyzes information to maintain job-based roles. Identifies and addresses or escalates workflow issues. Prepares or updates system documentation, including operating procedures and documentation for system access and workflow decisions. Operates from established goals and objectives. Prioritizes and organizes own work. Learns hardware, software, ERP system, and other job-related material through classroom, computer-based, and/or on-the-job training, or through research and self-study. Comprehends and makes inferences from guidance, direction, training, and written material, including technical documentation related to the ERP system and other computer systems and applications, as well as business process documents.

Knowledge/Skills/Abilities:

Knowledge of:

customer service, quality, and teamwork concepts;
relational databases;
user administration and security;
role-based permission and workflow design;
ERP or Enterprise application configuration;
standard computer operating systems and internet browser technology; and
troubleshooting methodology and issue resolution.

Skill in:

adding, changing, and deleting user access, based on process workflows;
preparing or updating system documentation;
communicating with coworkers and customers;
critical thinking and analysis;
using standard desktop software - Microsoft Office, Outlook, Windows, Internet Explorer;
technical customer support/service;
troubleshooting and issue resolution; and
multi-tasking, organizing, and prioritizing work.

Ability to:

establish and maintain effective working relationships with coworkers, City departments, users, and management;
understand the City's business processes to create or define logical job-based roles;
analyze customer needs and systems accurately and logically to implement solutions;
be flexible and adaptable to change;
communicate with and instruct others using technical and non-technical language to explain complex

subjects and processes; identify the level of security and user access required to perform the business functions; communicate and coordinate workflow system changes with DoIT via change management; maintain role-based permissions and workflows; identify and resolve workflow issues; perform and/or assist in analyzing, identifying, and resolving system problems; develop exception processes; assist in developing, documenting, and updating procedures; participate in analyzing, identifying, and testing new products, changes, and/or enhancements; protect computer systems, data files, PCs, storage, and transactions from unauthorized access; maintain confidentiality requirements; operate from established goals and objectives, and prioritize and organize own work; and learn job-related material.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 6/21

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JOB FCTN-ADM

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