

ERP (ENTERPRISE RESOURCE PLANNING) ROLE AND WORKFLOW ANALYST II

JOB DESCRIPTION

Classification Responsibilities: An ERP (Enterprise Resource Planning) Role and Workflow Analyst II is responsible for designing, defining, implementing, managing, and maintaining (monitoring, reviewing, and changing) the role-based permissions and associated workflows for the City's financial, payroll, timekeeping, human resources, performance budgeting, and procurement ERP system. Positions in this class are responsible for understanding the City's business processes, and creating or defining logical job-based roles with and for the City departments and user groups; mapping the job roles to the ERP system functions, workflows, and other system events, to define the level of security and user access required to perform the business functions; and the daily system security or access configuration tasks, user administration (access), and workflow administration.

ERP Role and Workflow Analyst IIs perform skilled, specialized duties which include the following: collecting and/or analyzing information to develop (define) job-based roles; creating and defining the automated ERP rules-based workflows, based on the identified job roles and the City's business rules, policies, and approvals, which will provide an audit trail (checks and balances) for the ERP system; adding, changing, and deleting user access to the ERP system based on the process workflows; facilitating the development and implementation of workflow strategies (based on the CityEdge Steering Team's broader strategies for ERP system access); adding, changing, or deleting workflow processes and rules in the ERP system, based on departmental or workflow changes and with the appropriate approvals; assisting departments in the planning, procedures, and strategies for system access across multiple functions (including accounting, payroll, human resources, timekeeping, performance budgeting, and procurement); identifying and resolving workflow issues; working closely with the City's Information Technology Department (ITD) technical and project staff and ERP vendors; testing, scheduling, communicating, and coordinating ERP workflow system changes with ITD via change management to ensure the stability and reliability of the City's computer systems (and to prevent system performance issues or outages); developing exception processes for determining system roles, access, and workflows where users do not fit into predefined job roles; and preparing or updating system documentation, including operating procedures and documentation for system access and workflow decisions. This class performs related duties as required.

Distinguishing Features: The ERP Role and Workflow Analyst II class is distinguished from the ERP (Enterprise Resource Planning) Role and Workflow Analyst I class by the IIs 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 trouble-shooting 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 II class will also provide technical guidance and mentoring to the ERP Role and Analyst I class. An ERP Role and Workflow Analyst I may progress to this classification by non-competitive promotion upon meeting the specific criteria-based promotion requirements.

The ERP Role and Workflow Analyst II class is distinguished from the HRIS (Human Resources Information Systems) Analyst which performs a variety of complex technical and professional duties in providing information systems analysis work and software support for the Human Resources Department, and has ultimate responsibility for the HRM system transactions, position management, HR reporting, and the Family Medical Leave Act compliance. An ERP Role and Workflow Analyst II is also distinguished from an IT Analyst II assigned to Security, which performs technical security duties focusing on system detection, intrusion, malware, and investigation, rather than the role-based permissions and associated workflows for the system. An ERP Role and Workflow Analyst II will operate from established goals and objectives 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. This class is FLSA exempt-professional.

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. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with an Associate's Degree in Computer Science, Management Information Systems, Business Administration, Accounting, or closely related field. Good (1 - 3 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. An ERP Role and Workflow Analyst I may also progress to this classification by non-competitive promotion upon meeting the specific criteria-based promotion requirements.

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 ITD 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 define the level of security and user access required to perform the business functions. Collects information to develop (define) job based roles. Facilitates the development and implementation of workflow strategies (based on the CityEdge Steering Team's broader strategies for ERP system access). Communicates and coordinates ERP workflow system changes with ITD via change management to ensure the stability and reliability of the City's computer systems (and to prevent system performance issues or outages). Works closely with the City's ITD ERP technical team. 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 tasks. 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 ITD 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: Designs, defines, and 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 system. Understands the City's business processes, and creates or defines logical job-based roles with and for the City departments and user groups. Maps job roles to the ERP system functions, workflows, and other system events to define the level of security and user access required to perform the business functions. Analyzes information to develop (define) job-based roles. Creates and defines automated ERP rules-based workflows, based on identified job roles and the City's business rules, policies, and approvals, which will provide an audit trail (checks and balances) for the ERP system. Assists departments in the planning, procedures, and strategies for system access across multiple functions (including accounting, payroll, human resources, timekeeping, performance budgeting, and procurement). Identifies and resolves workflow issues. Develops exception processes for determining system roles, access, and workflows where users do not fit into predefined job roles. 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, or deleting workflow processes and rules;
adding, changing, and deleting user access based on process workflows;
preparing or updating system documentation;
communicating with coworkers and customers;
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 co-workers, 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;
communicate with, and instruct others using technical and non-technical language to explain complex subjects and processes;
define the level of security and user access required to perform the business functions;
facilitate the development and implementation of workflow strategies;
communicate and coordinate workflow system changes with ITD via change management;
design, define, and maintain role-based permissions and workflows;
map job roles to system functions, workflows, and events;
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;
guide and mentor and act as escalation point for ERP Role and Workflow Process Analyst I;
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.

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INCREMENTS 39-200

PAY GRADE: 51

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