



CLASSIFICATION TITLE: ERP Analyst	JOB NUMBER: 7190	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: IT Applications Supervisor	PAY GRADE: 24	FLSA STATUS: Exempt

GENERAL SUMMARY

Performs difficult skilled technical work solving information technology-related problems and assisting with the development, implementation and maintenance of the Enterprise Resource Planning (ERP) program, and related work as apparent or assigned. Work is performed under the general direction of the IT Applications Supervisor ("supervisor").

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity, and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Analyzes application of system techniques and procedures including consulting with users to determine the software and system functional specifications.
- Designs, develops, documents, analyzes, creates, tests and/or modifies computer systems, programs and modules to meet the needs of end users.
- Reviews and analyzes business processes and user requirements to identify and implement technology and process automation solutions.
- Analyzes processes and recommends process modification strategies for enhancing effectiveness and efficiency.
- Coordinates, reviews and designs the interaction of and integration with multiple City information systems across departments.
- Meets with stakeholders, system owners, end-users and vendors to establish and validate system requirements and project goals.

- Provides technical assistance and support of financial and human resource application modules and underlying data structures.
- Develops training and provides training to users.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Design, development, documentation, analysis, creation, testing or modification of computer systems and programs.
- Project planning, development and coordination.
- Financial and Human Resources Management concepts and systems.
- Business process methodology.
- Software applications commonly used in project management.
- Business analysis and redesign.
- Local government processes and functions.
- Assigned applications.
- Record-keeping principles, procedures, and techniques.
- Technical aspects of field of specialty.

Skills and Abilities to:

- Change process methodology.
- Analyze business processes and identify and implement appropriate technology.
- Research and analyze user needs.
- Build test scripts for system user testing within a variety of scenarios.
- Develop system requirements and documentation.
- Interact effectively with various departments, vendors, consultants and users to resolve questions pertaining to systems used.
- Develop and deliver technical presentations and provide end-user assistance and training.
- Work safely and support a culture of workplace safety.
- Establish and maintain effective working relationship with employees, other agencies and the public.
- Prioritize and execute tasks under pressure.
- Translate business challenges into software solutions.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, organize own work, set priorities and meet critical time deadlines.

- Operate modern office equipment including personal computer equipment using standard or customized software application programs appropriate to assigned tasks.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.

SPECIAL REQUIREMENTS

Valid driver's license.

EDUCATION AND EXPERIENCE

Bachelor's degree with coursework in information technology, project management, or related field and three (3) years of experience implementing Enterprise Resource Systems, or equivalent combination of education and experience.

COMPETENCIES

Foundational

- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT

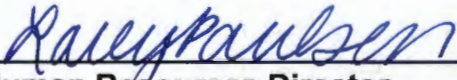
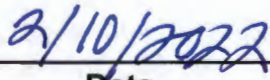

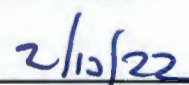
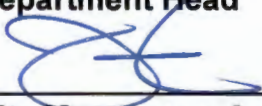
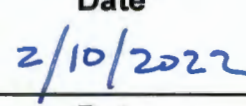
The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires the regular and punctual attendance at the office or other assigned work locations; work requires the frequent exertion of up to 10 pounds of force and occasional exertion of up to 25 pounds of force; work regularly requires sitting, speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires reaching with hands and arms and occasionally requires standing, walking, stooping, kneeling, crouching or crawling, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, operating motor vehicles or equipment and observing general surroundings and activities; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

	
Human Resources Director	Date
	
Department Head	Date
	
City Manager or Authorized Designee	Date