
	JUDICIARY OF GUAM	HUMAN RESOURCES OFFICE JOB STANDARD
CLASSIFICATION TITLE: ENTERPRISE RESOURCE PLANNING (ERP) BUSINESS SYSTEMS ANALYST		ESTABLISHED DATE: January, 2018
PAY GRADE: P	TOTAL HAY EVALUATION POINTS: 519	POSITION STATUS: [X] Classified [] Unclassified [X] FT [] PT
FLSA CATEGORY: [X] Exempt [] Non-Exempt		EEO CATEGORY: Professional
REPORTS TO: Finance Administrator		APPROVED BY: 

NATURE OF WORK:

This position is responsible for gathering and managing the design and development of ERP system-related modules. An employee in this class is responsible for managing the development of new system functionalities, upgrades, system modifications, problem analysis, issues, tracking and resolutions.

The position works at all levels throughout the organization performing process analysis and functional assessments based on observing and soliciting feedback from ERP business stakeholders in their work environment; and performs professional accounting activities as directed.

ESSENTIAL FUNCTIONS: (This is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the incumbent for this position. Duties, responsibilities and activities may change at any time with or without cause.)

Organizes, analyzes, and presents business process flows, test plans for upgrades and other complex issues, communication plans in written documents, graphics, tables, diagrams, and oral presentations to operational, technical, and executive ERP users.

Serves as primary liaison for any and all questions related to the ERP system, and ensures issues are directed to appropriate channels as needed.

Reviews, learns and thoroughly understands the ERP security subsystem in order to assign appropriate system access to users at different levels throughout the organization and its partners.

Assists application owners in the documentation of current business processes and future state mapping to ensure the optimal configuration and efficiency; identifies operational weaknesses and suggests process improvements; and understands integration points between related ERP modules and systems.

Performs procedural maintenance on the automated accounting system, including but not limited to the Chart of Accounts, Process Manager, Validation Sets and system settings.

Partners with system analysts and respective cross-functional business groups (e.g. Finance, Human

Resources, Maintenance, Information Services, etc.) to elicit functional and non-functional business and system requirements.

Analyzes and assesses the impact of configuration and business process changes in ERP system; and conceptualizes and formulates potential solutions or modifications including system/application design, user interface, and functionality.

Prepares workflow charts and diagrams to specify in detail business process supported by ERP system.

Serves as a subject matter expert for complex system modifications; coordinates the development of test plans, test criteria, and user test scripts; and coordinates and performs system and application testing, validate changes and proofs of concept.

Utilizes the core business process capabilities inherent within the ERP system to provide the basis for gathering business requirements, performing gap analysis, researching and evaluating alternative solutions, and documentation and optimization of business processes.

Defines, develops and produces scheduled and ad hoc reports for operational and business planning intelligence using data in or related to the ERP system.

Audits enterprise backup and disaster recovery processes and procedures for ERP system and maintain system documentation and SOPs.

Recommends upgrades to business and IT staff as appropriate and coordinates ERP system enhancements, upgrades, patches, new software installations, and migrations.

Performs integration and unit testing; and adheres to defined change management processes, and maintains application configurations.

Serves as primary liaison for all ERP system issues; responsible for coordinating and collaborating with functional users and IT staff to find solutions to problems identified in testing, resolve issues during systems upgrades, ensure that requirements documentation is easily translated into UAT (user acceptance training)/functional test plans, and ensure that proper testing of all systems functionality is completed.

Oversees the development of training materials and presents or coordinates the training for various classes of system users.

Works closely with third-party vendors including hosting providers, service providers, software providers, implementation partners and consultants to design, implement and support ERP systems and modules.

Ensures timely response and resolution of emergency production questions, issues, and defects.

Properly documents and notifies appropriate application owners and IT management.

Adheres to and complies with all promulgated policies, standards and codes of ethical conduct.

Performs any and all duties of a COURT FISCAL OFFICER III as directed.

Performs other related work as required.

MINIMUM KNOWLEDGE, ABILITIES & SKILLS:

Knowledge of generally accepted accounting and auditing principles and practices.

Functional and technical knowledge of financials, human capital management, and supply chain management (specialization in at least one area).

Knowledge of principles and practices of financial administration including financial reporting, budgeting, payroll and purchasing, accounts payables and receivables, closing the books and the preparation of financial statements and bank reconciliations.

Knowledge of change management analysis and implementation techniques.

Knowledge of project management methodologies and to concurrently manage multiple priorities and transition quickly between projects/issues.

Knowledge of the interrelationships of business systems application modules in finance, procurement, payroll and/or human resources.

Knowledge of Structured Query Language (SQL) and data manipulation tools.

Ability to analyze and problem-solve highly complex problems.

Ability to develop requirements for complex projects; determine milestones and identify dependencies.

Ability to estimate required resources; develop business cases; and perform ROI/NPV analyses as needed.

Ability to use computers including extensive experience with Microsoft Office (Excel, Access, Word) and system design and security of New World ERP software.

Ability to apply accounting principles and procedural techniques when diagnosing and troubleshooting and solving problems related to internal processes.

Ability to plan, organize and direct the work of others and appropriately manage customer expectations regarding scope, schedule and budgetary parameters.

Ability to understand and interpret technical information and manuals and sharing expertise with other technical staff.

Ability to communicate effectively, strong verbal/written communication skills; including presentation skills and experience communicating with technical and non-technical audiences.

Ability to easily and effectively interact with technical, non-technical, support, and business staff at all levels.

Ability to facilitate meetings, creating agendas and/or meeting minutes, issues and action tracking.

Ability to work independently with limited supervision, exercise initiative within established procedural guidelines, and organize and prioritize work to meet established deadlines.

Ability to meet all knowledge, skills and abilities of the COURT FISCAL OFFICER III position.

MINIMUM EDUCATION, EXPERIENCE & TRAINING:

- A. Graduation from a recognized college or university with a Bachelor's degree in Accounting, Business Administration, or a closely related field including twenty-four (24) semester units of Accounting courses, plus three (3) years of work experience as a Court Fiscal Officer II or equivalent professional level accounting work and one (1) year of experience in ERP system administration; or
- B. Graduation from a recognized college or university with an Associate's degree in Accounting, Business Administration, or a closely related field including twenty-four (24) semester units of Accounting courses, plus four (4) years and six (6) months of work experience as a Court Fiscal Officer II or equivalent professional level accounting work and one (1) year of experience in ERP system administration.