



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 454.1

Job Title: **ERP BUSINESS SYSTEMS ANALYST**

Pay Grade: 24

### **GENERAL SUMMARY:**

Assist in the coordinating, planning, and troubleshooting of the City's and departmental activities in support of the implementation and maintenance of the SAP Project software. Under general direction, provides SAP configuration and functional support on the City of Houston's ERP Business Support Team in one or more of the SAP modules.

### **RESPONSIBILITIES:**

- Diagnoses systems problems, as related to the functional design of the SAP systems, the system flow, and maintain a stable SAP system to meet the needs of City of Houston.
- Analyzes user department needs and recommends options for developing, enhancing, and maintaining SAP systems to meet their needs.
- Provides support to the resolution of SAP systems errors.
- Analyzes, designs, and recommends changes to the business procedures within departments to adapt said procedures to fully utilize the SAP software capabilities.
- Documents and/or prepares status reports on proposed and ongoing project configuration in accordance with defined standards.
- Coordinates project activities, and disseminates and communicates information to affected departments.
- Documents policies, procedures and workflow of existing systems and interacts with other city departments.
- Provides on-going training and updates training materials based on software upgrades, configuration changes, and development works for department users.
- Performs related duties and participates in special projects as required.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires a Bachelor's degree in Business Administration, Computer Science, Information Systems or a closely related field.

#### **EXPERIENCE:**

Three years of business process and analytical experience related to the type of work being performed, with at least one year of experience in SAP application and configuration. Directly related professional experience may be substituted for the education requirement on a year-for-year basis.

## **SPECIFICATIONS: (continued)**

### **COMPLEXITY:**

Work is substantially complex and varied, and requires the interpretation of technical and detailed guidelines, and-procedures in combination. Analytic ability is needed to gather and interpret data where answers can be found only after careful analysis of several facts.

### **IMPACT OF ACTIONS:**

Errors in work lead to significant costs and problems, and may have minor impact on the short- term performance of the City. Work is typically performed under limited to general supervision. The incumbent at times works from broad goals and policies. In addition, the incumbent may have some participation in setting work objectives.

### **SUPERVISION EXERCISED:**

#### **Direct Supervision:**

None.

#### **Indirect Supervision:**

None.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors. Interaction requires substantial sensitivity and cooperation; e.g., basic project interaction.

#### **External Contacts:**

Level of external contact is primarily with lower-level service representative and vendors. Interaction requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

### **PHYSICAL EFFORT:**

The position is physically comfortable; the individual has discretion about walking, standing, etc.

### **WORK ENVIRONMENT:**

There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal.

### **PHYSICAL SKILL:**

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

### **MISCELLANEOUS:**

All duties and responsibilities may not be included in the above job description.

### **JOB FAMILY:**

ERP Business Systems Analyst  
Senior ERP Business Systems Analyst  
ERP Business Systems Consultant

*Effective: March 24, 2007*