



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 454.2

Job Title: **SENIOR ERP BUSINESS SYSTEMS ANALYST**

Pay Grade: 26

GENERAL SUMMARY:

Plans, coordinates and oversees complex support issues in SAP software configuration troubleshooting activities and provides functional support on the City of Houston's ERP Business Support Team in one or more of the SAP modules.

RESPONSIBILITIES:

- Diagnoses SAP system problems related to system design, system flow, user role definitions and SAP functional requirements to improve overall systems performance.
- Analyzes and provides support to the resolution of complex SAP systems errors.
- Provides analyses and documentations to include, but not limited to: business processes, conceptual design, level of effort analysis, configuration, functional specifications, testing, risk assessment, change impact assessment, training, implementation and stabilization.
- Develops intermediate and long-term plans for process and system improvements with management staff and departments.
- Coordinates project activities and consults with affected city departments to achieve project goal.
- Documents policies, procedures and workflow of existing systems and interacts with other city departments.
- Coaches and mentors junior level ERP Business Systems Analysts and assumes lead responsibilities in the absence of SAP project leader in assigned area(s).
- Develops custom reports, forms, workflows, enhancements, etc. required to fill gaps between software and business requirements.
- Provides and conducts on-going training and updates training materials based on software upgrades, configuration changes, and development works for department users.
- Documents and/or prepares status reports on proposed and ongoing project configuration in accordance with defined standards.
- 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.

SPECIFICATIONS: (continued)

EXPERIENCE:

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

COMPLEXITY:

Work is non-standardized, complex and varied, and requires interpretation of technical and detailed guidelines, policies and procedures in combination. Advanced analytic ability is needed to gather and interpret data where answers can be found only after detailed analysis of many 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. The incumbent generally receives general direction, working from broad goals and policies only. The individual may participate heavily into setting his/her own work objectives.

SUPERVISION EXERCISED:

Direct Supervision:

Involves general scheduling and review of work as a "working supervisor" or lead person.

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