# ERP Business Analyst

### Job Description

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| Department: | Auditor |
| Position: | Career Service |
| Grade: | 725 |
| Supervisory: | No |
| Reports to: | ERP Training and Support Manager |

**Summary**

Under general guidance and supervision of the ERP Training and Support Manager, serves as a key liaison between stakeholders and the technical team.  Responsible for gathering and analyzing user requirements, identifying system improvement opportunities, and facilitating the implementation of changes to enhance the ERP system's usability.   Ensures the ERP system aligns with business objectives by providing support, coordinating testing activities, and fostering user proficiency.

**Essential Functions**

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Collaborate with stakeholders to identify, document, and validate system requirements that align with user needs, business objectives, and industry standards.
2. Diagnose and resolve user-reported issues by collaborating with technical teams to address problems in a timely manner.
3. Collaborate with the Information Systems (IS) team and external vendors to ensure the system's functionality aligns with business needs and requirements; facilitate continuous improvement and effective system management.
4. Maintain open communication with stakeholders to provide regular updates on system changes, enhancements, and support activities to ensure user satisfaction.
5. Assess the impact of ERP system changes on user roles and workflows to ensure minimal disruptions and facilitate smooth transition.
6. Responsible for system configuration development and understanding the testing and training needs related to system updates.
7. Oversee user acceptance testing (UAT) to ensure that system updates align with business requirements and meet user expectations before  implementation.
8. Conduct regular reviews of workflows and processes to identify areas of system optimization, considering user feedback and evolving needs.
9. Document current business processes and user interactions with the ERP system to identify areas for improvement.

10. Generate reports and analyze ERP data to identify trends and patterns; initiate process improvements that enhance user experience and system efficiency.
11. Assist with user training initiatives and provide ongoing support to ensure users are proficient with the ERP system; promote a positive user experience and high adoption rates.

**Knowledge, Skills, and Abilities**
- Knowledge of organizational business processes and integration with ERP systems
- Knowledge of project management principles and methodologies
- Knowledge of technical skills to understand ERP system architecture and integrations
- Knowledge of County business process across various functional areas
- Skilled in user satisfaction and continuous improvement of ERP system functionality
- Skilled in documentation and organization
- Skilled in attention to detail to ensure accuracy in requirements and solutions
- Skilled in analyzing processes, identifying gaps, and proposing solutions using ERP functionality
- Ability to assist with creating training materials and support end-users in adopting ERP systems
- Ability to effectively communicate with stakeholders at all levels and translate complex technical information into clear and understandable terms
- Ability to adapt to changing project requirements and business needs
- Ability to analyze data and derive meaningful insights to support decision making
- Ability to troubleshoot issues, propose solutions, and collaborate with technical teams and ERP providers.
- Ability to work effectively and positively within a team environment while maintaining cooperative relationships with users, key stakeholders, team members and management

**Supervisory Responsibility**
This position has no direct supervisory responsibility but does serve as a coach and mentor for other positions in the department.

**Work Environment**
This job operates in a professional office, computer room, or other controlled environment. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate. The incumbent may be required to drive Utah County owned vehicles while conducting County business and must abide by the Utah County Vehicle Policy.

**Physical Demands**
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools, and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. The employee is regularly required to work for sustained periods of time maintaining concentrated attention to detail. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file, and lift or otherwise move supplies or equipment weighing up to forty (40) pounds. The employee occasionally drives a motor vehicle.

**Position Type / Expected Hours of Work**
Incumbent must work eighty (80) hours each pay period to maintain full-time status.  There may be availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

**Travel**
Travel is primarily local during the business day, although some out-of-area and overnight travel may be expected, up to five (5) percent.

**Required Education and Experience**
1. Bachelor's degree or equivalent in business administration, information systems, computer science, accounting, finance, or a related field.
2. Two (2) years of experience working with ERP systems, including system implementation, upgrades, or ongoing support.
3.  Equivalent combinations of education and experience may also be considered.

**Preferred Education and Experience**
1. Preference may be given to applicants with Oracle Fusion Certifications.
2. Preference may be given to applicants with experience delivering third-party ERP software products.
3. Preference may be given to applicants with experience in local government.

**Additional Eligibility Qualifications**
1. Applicants must possess a valid driver's license and obtain a valid State of Utah driver's license within sixty (60) days of employment.
2. Selected applicants will be required to submit to a pre-employment drug screen and background check.

**AAP/EEO Statement**
It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

**Other Duties**
Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job.  Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

**Acknowledgement below to be completed after an offer has been extended and accepted.**

This job description has been approved by the Office of Human Resource Management in consultation with the Department Head.

Signature below constitutes an understanding of the requirements, essential functions and duties of the position.

Candidate / Employee _____ Date _____