ERP Business Analyst

Job Description

Department: Auditor
Position: Career Service
Grade: 725
Supervisory: No
Reports to: ERP Operations Manager

Summary
Under general guidance and supervision of the ERP Operations Manager, serves as a business-facing liaison between County departments, technical teams, and vendors for the Oracle Finance ERP system. Supports the system's full lifecycle, from implementation to daily operations, driving business process improvements, system configuration, user support, testing, and training. Requires a practical understanding of Enterprise Resource Planning (ERP) systems and business processes, along with the ability to collaborate effectively to translate stakeholder needs into functional solutions.

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

1. Serve as a key liaison between County departments, technical teams, and vendors to support all ERP-related operational needs and system changes.
2. Collaborate with stakeholders to identify, document, and translate business needs, workflow challenges, and enhancement opportunities into formal business requirements.
3. Analyze current business processes, user interactions, and ERP data to identify trends, gaps, and opportunities for system optimization.
4. Support the full lifecycle of ERP updates, including implementation, stabilization, and quarterly releases by coordinating, testing, validating system functionality, and ensuring department readiness.
5. Diagnose, prioritize, and coordinate the resolution of user-reported system issues, collaborating with Information Systems and vendors to ensure timely and effective solutions.
6. Assist with ERP system administration activities, including user account setup, role assignments, security reviews, and workflow maintenance.
7. Coordinate and support testing activities, including regression testing, functional testing, validation of system changes, and other testing efforts to ensure updates align with business requirements and operational needs.
8. Develop and maintain clear business process maps, operational procedures, and other ERP-related documentation for departments and end-users.

For Office Use Only
Job Code: 2024
Job Title: ERP Business Analyst
FLSA: Exempt
Effective Date: 6/2/2026
Public Safety: No
Worker's Compensation: Clerical
Background Level: I
Safety Sensitive: No
DOT: No
ML: Individual Contributor

9. Collaborate with ERP Operations and training staff to support user onboarding, role-based training and the development of job aids and knowledge resources.
10. Participate in meetings with departments, project teams, and leadership to provide updates, track action items, and support governance and communication efforts.
11. Perform related operational support duties and special projects, as assigned.

Knowledge, Skills, and Abilities

- Knowledge of ERP systems, core financial, business processes, system testing, and operation user support
- Knowledge of County-specific financial processes, policies, and procedures
- Knowledge of ERP user access management, security roles, approval workflows, and system update practices
- Knowledge of project management principles and methodologies for tracking system changes and enhancements
- Skilled in communicating clearly and professionally with both technical and non-technical stakeholders
- Skilled in analyzing and documenting business needs, process gaps, system issues, and functional requirements
- Skilled in managing multiple priorities, maintaining strong attention to detail, and meeting deadlines in dynamic environment
- Skilled in using business software and collaboration platforms, including ERP systems, Microsoft Office Suite, and issue tracking tools
- Ability to translate complex information into understandable terms
- Abilit to serve as an effective liaison between departments, ERP Operations, technical teams, and external vendors
- Ability to quickly learn new ERP modules, system workflows, and departmental operations
- Ability to troubleshoot, identify root causes, and coordinate with appropriate resources to support practical and timely solutions
- Ability to work independently, exercise sound judgment, and escalate issues appropriately
- Ability to support departments through system changes, including testing cycles, quarterly updates, and user onboarding
- 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.

Work Environment

This job operates in a professional office, computer room, or other controlled environment. This role routinely uses standard office equipment such as laptops, desktops, smartphones, photocopiers,

shredders, and filing cabinets. Work may occasionally expose the incumbent to high-stress situations, involving deadlines, implementation milestones, system issues, department concerns, vendor coordination, or emotionally charged circumstances. 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 necessary for this job include close vision, the ability to adjust focus, and the ability to distinguish between shades or color. The employee is required to type, file, and lift or otherwise move supplies or equipment weighing up to twenty (20) 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 in accounting, business administration, information systems, public administration, computer science, or a related field.
2. Two (2) years of experience supporting ERP systems, financial systems, accounting processes, business analysis, system implementation, testing coordination, process improvement, or ongoing system support.
3. Equivalent combinations of education and experience may also be considered.

Preferred Education and Experience

1. Preference may be given to applicants with experience in ERP or financial systems.
2. Preference may be given to applicants with local government, public sector finance, government accounting, procurement, accounts payable, accounts receivable, general ledger, projects/grants, budgeting, or fixed assets.

3. Preference may be given to applicants with experience in supporting ERP implementation, cutover, user acceptance testing, quarterly updates, regression testing, or operational stabilization activities.
4. Preference may be given to applicants with experience in business requirements, documenting processes, coordinating issue resolutions, or supporting user adoption and change enablement.

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 _____

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