

**MAJOR FUNCTIONS**

This is high-level administrative, supervisory and technical work serving as the bridge between the Technology and Innovations Department (TI) and the central office/end user for the Enterprise Resource Planning (ERP) Financials (PeopleSoft), Human Resource (PeopleSoft) and Timekeeping (KRONOS) systems. Provides leadership in the identification, development and maintenance of system functionality to improve the effectiveness of back office operations. Serves as the supervisor of the other functional analysts. Work is performed under the direction of the Assistant Director-Financial Services and is revised through conversations, observations, meetings and by result attained.

**ESSENTIAL DUTIES AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Serves as lead analyst in the day to day functional support to end users that use the financial (FIN) and/or human resource (HR) management systems as well as KRONOS. This includes assigning tickets, issues, and resolutions to other ERP staff members while acting as the liaison between the end user and TI staff on technical issues. Serves as lead analyst to evaluate system functionality and recommend business process and system improvements. Directs other ERP staff in the development of business process documents and job aids needed to train central office staff and department end users. Ensures design, development and oversees the deployment of test scripts for major and minor upgrades to HR/FIN/KRONOS systems software or infrastructure changes that impact end user functionality. Ensures the maintenance of documentation for system issues, updates, modifications, and ticket resolutions so that system maintenance items can be addressed at any time by any functional analysts. Advises Financial Services and TI management on functional and technical matters relating to immediate and future resource needs. Recommends when ERP staff needs to be augmented with external expertise. Provides direct supervision to lower level ERP functional analysts as assigned by Financial Services management. Recommends the hiring, transfer, promotion, grievance resolution, discipline and dismissal of employees. Conducts performance evaluations and recommends approval or disapproval of merit increases. Performs related work as required.

**Other Important Duties**

Coordinates with technical staff to plan and communicate maintenance/outages and other system initiatives. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Considerable knowledge of financial and/or human resources management best practices, trends, and issues. Considerable knowledge of applicable federal and state laws, rules and regulations. Considerable knowledge writing system documentation, system specifications/requirements/presentations, studies, report, and training materials. Considerable knowledge of system testing best practices and methodologies. Ability to develop long-term strategic plans for functions and programs and to accurately evaluate gaps in service. Ability to express oneself clearly and concisely, both orally and in writing, make public presentations and conduct training sessions. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to analyze facts and situations critically and objectively and arrive at sound conclusions. Ability to exercise creativity and flexibility in addressing workforce needs, challenges and expectations. Ability to operate independently and proactively. Skill in diplomacy and customer service. Skill in problem identification and resolution. Skill in the use of microcomputers and the associated software programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in computer science, management information systems, systems administration, accounting, business administration, or a related field, and eight years of experience in ERP system implementations/upgrades and supports, or an equivalent combination of training and experience. Two years of supervisory experience is also required and may be part of any of the aforementioned experience.

Established: 02-16-19