

**RANCHO CALIFORNIA WATER DISTRICT  
POSITION DESCRIPTION**

**DATE:** July 1, 2022

**POSITION TITLE:** **ERP Business Analyst**

**GRADE LEVEL:** M19

**SUPERVISOR TITLE:** Director of Administration

**FLSA Status:**  Exempt       Non-Exempt

**BARGAINING UNIT:**  RCWDEA       RCWD MPCEA

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**DEFINITION**

Under general direction, this position focuses on the area of Enterprise Resource Planning (ERP) business applications and systems analysis. The incumbent performs a full range of assigned duties with a significant degree of independence and sound judgement. The position requires the knowledgeable application of analytical, information technology and project management skills. Additional areas of concentration include analyzing District and departmental business processes to identify and coordinate the development, implementation and maintenance of technology solutions to meet business and operational requirements; identifies end user system requirements and designs, installs, tests and documents software applications for large, complex or specialty systems; trains and assists end users in implementing new applications; serves as an expert technical resource on system design and database structure and on other specialty systems. This position is the first and last person application user's contact to solve technical business application problems

**CLASS CHARACTERISTICS**

This is a full time, exempt advanced level position in the Information Systems and Technology class series. Positions assigned to this level independently perform intellectual technical and specialized system implementation, management, operations, programming, oversight, reporting and analytical functions. In addition to direct efforts, the position serves as a liaison to coordinate third-parties for technical assistance and training, database conversion, application and interface development, and enterprise-wide system module integration. It requires flexible work scheduling including evening and weekend hours as required. This job classification is represented by the Rancho California Water District

Managers Professional Confidential Employees Association (RCWD MPCEA) bargaining unit

**EXAMPLE OF DUTIES** (Duties may include, but are not limited to, the following):

- ✎ Provide primary administration, support and maintenance of the District's finance and utility billing systems
- ✎ Research, diagnose and resolve highly complex technical application issues, and perform complex analyses related to enterprise applications and existing or proposed technologies
- ✎ Analyze, design and configure business process workflow to ensure that all District business needs are effectively met
- ✎ Serve as the primary liaison between internal customers and business system vendors
- ✎ Consult as needed with the business users and extended user community on requirements, enhancements and systems issues
- ✎ Lead project teams to develop application capability from idea through conclusion
- ✎ Design and create system reports using MS SQL query development, Crystal Reports, Congo's and Excel, and document logic for maintainability
- ✎ Provide expert technical advice on business system design and database structure
- ✎ Develop multi-platform application customizations, integrations and interfaces using various applicable programming languages and software development tools
- ✎ Ensure data integrity to support various areas of the business and integrated applications
- ✎ Analyze business needs and apply necessary system functionality
- ✎ Perform ongoing reviews of system applications and prepare recommendations for system improvements
- ✎ Develop system documentation (i.e. Standard Operating Procedures, training material, etc.) to serve as a reference for IT staff, developers, administrators and end users
- ✎ Maintain up-to-date technical knowledge by attending educational workshops and training, reviewing technical publications, establishing personal networks and participating in professional associations
- ✎ Assist with other District systems as necessary
- ✎ Perform related duties as assigned

**QUALIFICATIONS**

**Knowledge of:**

- ✎ Government agency or medium to large-scale standard finance and utility billing system(s) - Specific experience with Info Lawson and or Cayenta Utilities software is highly desirable
- ✎ Microsoft Windows Operating Systems and applications including Excel, pivot tables and Visual Basic
- ✎ A solid understanding of database systems and application data design utilizing Microsoft SQL and SSMS
- ✎ Report writing using crystal reports, cogon's and excel
- ✎ Systems integration including application interfaces, data conversion strategies and programming/software development
- ✎ General information systems and technology principles, practices, and procedures
- ✎ General understanding of finance and accounting principles
- ✎ Effective team building techniques
- ✎ Effective and comprehensive inter-personal and communications skills capable of explaining complicated systems in a simple and understandable way
- ✎ Business processes, operating practices and the organizational structure of a public sector agency
- ✎ Project management within a financial and/or business environment preferable
- ✎ Developing and administering a comprehensive training program for end users preferable
- ✎ Proper work safety standards

**Ability to:**

- ✎ Build consensus and establish effective working relationships with all levels of the organization
- ✎ Utilize successful leadership skills with the ability to inspire and influence with a high level of energy, enthusiasm, and creativity coupled with a positive attitude
- ✎ Respond to end-user clients in a courteous, efficient, and professional manner
- ✎ Communicate clearly and effectively in writing and when speaking
- ✎ Understand and carry out oral and written directions
- ✎ Effectively bring the technical and business teams together to solve complex issues
- ✎ Translate business requirements into technical deliverables
- ✎ Develop familiarity with District business processes in order to assist with integrating business processes with software solutions
- ✎ Garner data, perform research, prepare statistical information and provide effective staff reports
- ✎ Operate a wide variety of telephone and computer hardware and software
- ✎ Comply with the District's Safety, Health and Environmental policies
- ✎ Present findings and recommendations to management and Executive Team
- ✎ Discern appropriate level of support needed to respond to a problem

- ✎ Prototype and test systems prior to use on production servers
- ✎ Meet deadlines in a fast paced and changing environment
- ✎ Manage multiple technical projects simultaneously
- ✎ Learn new technologies and new applications
- ✎ Gain cooperation through discussion and persuasion

### **SELECTION GUIDELINES**

The appropriate knowledge, skills, and abilities can be achieved through a variety of combinations of experience and training. A typical example is:

**Experience:** Three (3) to five (5) years of experience in the implementation, configuration, support, integration, training, and maintenance of a large scale business system

**Training:** Equivalent to a Bachelor's Degree in Information Technology, Computer Science, Business Administration, or related field

**Licenses and Certificates:**

- ✎ California Class C Driver's License, required

### **PHYSICAL REQUIREMENTS/WORKING CONDITIONS**

The essential functions of this position will require the employee to perform the following physical activities:

- ✎ Frequently use office equipment such as a computer, copier and FAX machine
- ✎ Must be able to carry, push, pull, reach and lift materials and objects up to 25 lbs.
- ✎ Extended standing, walking, sitting, reaching, stooping, and bending
- ✎ Communicates verbally with District management, co-workers, and the public in face-to-face, one-on-one, and group meetings
- ✎ Regularly uses a telephone or radio for communication
- ✎ Ability to speak and hear both in person, by telephone, and radio
- ✎ Vision within normal ranges with or without correction
- ✎ Regular attendance
- ✎ Work in a temperature controlled office environment with moderate noise
- ✎ Occasional travel by automobile conducting District business
- ✎ Exposure to confined working space and potential electrical hazards
- ✎ Availability of 24-hour on-call and stand-by

_____ Employee Signature	_____ Date
_____ Supervisor/Manager Signature	_____ Date