City of Portland Job Code: 30001683

CLASS SPECIFICATION SAP Business Systems Analyst

FLSA Status: Exempt Union Representation: Nonrepresented

GENERAL PURPOSE

Under general supervision, works with business process owners to develop process requirements; configures system changes in various SAP business application modules; tests configurations; troubleshoots SAP process problems and issues; provides support to customers in the form of business process analysis and solutions to business process problems using the City's enterprise business system, SAP; performs related duties as assigned.

NOTE: This is a deep classification as provided in the HR Administrative Rules, 8.5 – Classification: Deep Classification Series and incumbents may be reclassified in accordance with that Rule.

DISTINGUISHING CHARACTERISTICS

SAP Business Systems Analysts contribute to the maintenance, operation and development of an integrated information system which performs many City-wide operational functions. Analysts are assigned to one or more SAP business application modules, such as Time, Payroll, General Ledger, etc. This classification is the first of three levels in the SAP Business Systems Analyst family. This level is typically assigned the less complex configuration and process analysis, or they may be assigned to work with a higher level analyst as a second resource on more complex configuration and analysis.

SAP is a highly configurable, highly integrated system that is customized to accommodate the customers' business needs. The SAP Business Systems Analysts perform this configuration. The formal review, approval, documentation and testing processes that surround configuration work are similar to those found on IT programming projects. The incumbents must assess the implications of configuration on other modules and on other business processes. Incumbents do not perform IT applications programming

SAP Business Systems Analyst is distinguished from Senior SAP Business Systems Analyst in that incumbents in the latter class perform a higher level of business process & requirement analysis, perform more complex system configuration, can be the primary resource on multiple modules and may serve as the lead on projects.

SAP Business Systems Analysts are distinguished from Business Systems Analysts in that the former job family requires detailed knowledge of the SAP system, the ability to assess its applications to Bureau and Citywide business processes, and the ability to configure the system to meet varying business requirements. Business Systems Analysts are typically housed in a given bureau and focused on determining whether a bureau process can be automated, working with IT staff to develop systems, and serving as a resource to bureau staff in the operation and utilization of the system.

SAP Business Systems Analysts are distinguished from Applications Analysts in the professional Information Technology job family in that incumbents in the former job family do not perform applications programming functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

- 1. Designs, tests and implements configuration changes to assigned SAP business application modules to meet end user business requirements; gathers and documents business requirements; consults with analysts on other modules to determine impact of proposed configuration changes; may design testing scenarios; participates in conducting system tests; identifies and researches testing problems; escalates issues or recommended solutions.
- 2. Provides ongoing functional support for assigned system modules; maintains current knowledge of assigned modules; evaluates and implements updates and patches; troubleshoots and resolves reported problems; communicates with internal and external resources to coordinate problem clarification and resolution; tracks issues and documents solutions; assists with report generation; creates reports, downloads and other materials from system data to meet City reporting needs.
- 3. Responds to approved change requests or requests for new functionality; interviews customers to insure understanding and documentation of business requirements; analyzes business rules, process and data requirements; identifies ambiguous or conflicting work processes or request requirements and works with customers to resolve them; determines SAP system ability to accommodate requested functionality (either personally or in consultation with higher level analysts), discusses systems and process alternatives with customers; translates business requirements into configuration designs; troubleshoots and resolves post-implementation configuration issues.
- 4. Provides technical customer support and assistance to end users; provides guidance on system use, business processes and methods for correcting errors or problems; provides functional assistance with updating and maintaining system data; contributes to adherence to critical operating guidelines and established business processes; helps develop and update training on modules and business processes is developed and updated; provides training and support sessions to end users; watches for continuous improvement opportunities, such as tools not being widely utilized; additional training opportunities, etc.

MINIMUM QUALIFICATIONS

Knowledge of:

- 1. Business process analysis methods, including documentation of business processes.
- 2. Basic configuration of system modules in a highly integrated relational application.
- 3. Administrative rules, policies, regulations, business functions and procedures for City functions supported by assigned SAP modules.
- 4. Principles and practices of sound business communications.

- 5. Project management methods, tools and techniques.
- Standard PC software packages, including word processing, spreadsheet, database and flowcharting.

Ability to:

- 1. Analyze and document business operations and reach sound, logical conclusions regarding customer needs and business requirements and system recommendations.
- 2. Perform and test configuration of assigned SAP business applications modules.
- Collaborate effectively with customers, system staff and BTS staff in business process development, configuration design, system update coordination and timely resolution of production system issues.
- 4. Facilitate and lead meetings with business process owners and stakeholders to develop cooperative decisions and negotiate understanding and agreement.
- 5. Prioritize workload to ensure timely results in accordance with quality standards.
- 6. Communicate clearly and effectively with all levels of employees and with diverse audiences of technical and non-technical personnel verbally and in writing. Present conclusions and recommendations effectively.
- 7. Plan and conduct effective customer training programs.
- 8. Prepare clear, concise and accurate documentation, reports of work performed, project management reports and other written materials.
- 9. Establish and maintain effective working relationships with managers, customers, BTS and other information technology staff, vendors, consultants, employees and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in computer science, management information systems, business management or a closely related field; and three years of experience in integrated system configuration, business process analysis, and systems analysis; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: By Council August 24, 2011, retroactive effective date of April 28, 2011