

**CLASS SPECIFICATION**  
**Senior 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 complex 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 relational information system which performs many City-wide operational functions. Analysts are assigned to one or more business application modules, such as Time, Payroll, General Ledger, etc. This classification is the second of three levels in the SAP Business Systems Analyst family. This level is assigned as the primary resource on modules that have more complex configuration and complex business processes to accommodate, or may be assigned as the primary on multiple modules. Assigned modules may require a second lower level analyst and the Senior BSA would serve as the technical/functional lead to that resource.

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 complex configuration on other modules and on other business processes. Incumbents do not perform IT applications programming

Senior SAP Business Systems Analyst is distinguished from SAP Business Systems Analyst in that incumbents in the former 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 complex configuration changes to SAP business application modules to meet end user business requirements; gathers and documents business requirements; assists customers with business process design; performs independent research to locate possible solutions; reviews current configuration; determines workable solutions; consults with analysts on other modules to determine impact of proposed configuration changes; designs testing scenarios; participates in conducting system tests; identifies and researches testing problems; works with customers to recommend and implement solutions; ensures newly installed configuration is functioning correctly.
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, discusses systems and process alternatives with customers; translates business requirements into configuration designs; troubleshoots and resolves post-implementation configuration issues; ensures that impact of change on other modules and business processes is fully analyzed and accommodated.
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; adheres to critical operating guidelines and established business processes; ensures 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.
5. May serve as technical and functional lead over lower level staff assigned to module; delegates, prioritizes and reviews the work of assigned staff; assists staff with complex business process and configuration analyses and customer discussions.
6. May serve as project lead on configuration projects (changes and new functionality); develops project task lists and time estimates; manages project schedule and communications.

7. May serve as lead/coordinator on upgrades or patching projects; creates logs and testing plan dates, monitors script development; organizes files; facilitates communication among the team.

## **OTHER DUTIES**

1. Attends and participates in professional group meetings, stays current on trends and innovations in the field of information systems and the current system.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

1. Principles and methods of business process analysis, including business process re-engineering, customer management, and change management as applied to system design and configuration.
2. Methods of systems design and complex 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.
6. Standard PC software packages, including word processing, spreadsheet, database and flow-charting.

### **Ability to:**

1. Analyze operational and organizational problems, evaluate alternatives, provide cost/benefit analyses and reach sound, logical conclusions regarding customer needs and business requirements and system recommendations.
2. Perform and test complex configuration of system modules.
3. 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. Independently investigate configuration solutions; contact consultants, other SAP clients, user groups and research SAP system documentation.
6. Balance responsibilities for multiple projects to ensure timely results in accordance with quality standards; prioritize projects to incorporate time-sensitive issues.
7. Plan and coordinate the work of others.

8. Perform project management responsibilities; work collaboratively with team members, BTS and other information systems staff and customer groups to ensure project accountability.
9. Communicate clearly and effectively with all levels of employees and with diverse audiences of technical and non-technical personnel orally and in writing. Present conclusions and recommendations effectively.
10. Plan and conduct effective customer training programs.
11. Prepare clear, concise and accurate documentation, reports of work performed, project management reports and other written materials.
12. Translate between customers and information systems professionals to ensure all parties understand, in their terms, systems needs, requirements and technology parameters and constraints.
13. Keep technical skills current to meet continuing business and systems analysis assignments.
14. 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 five years of progressively responsible experience in integrated system configuration, business process analysis, systems analysis or a closely related field; 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.

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**Class History:**

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