

BUSINESS ANALYST

DISTINGUISHING FEATURES OF THE CLASS: This position plays an integral role in maintaining and developing the Town's electronic Enterprise Resource Planning (ERP) and timekeeping systems (e.g. New World Systems and Kronos.) Work is performed under the general direction of the Director of Technical Support or an administrative employee of higher rank, with reporting relationship with key designated municipal management and operating officials; (e.g. Town's Comptroller and Director of Labor Relations/Department of Personnel). Does related work as required.

TYPICAL WORK ACTIVITIES:

Ensure the proper operation of the Kronos and New World Systems computing/electronic systems, and any related third party application, and the data transfer into and from the systems as well as the related network interfaces;
Consult with and collaborates with the business owners and end users of the systems to assess and determine information requirements;
Make recommendations to meet identified requirements;
Identify and design future needs for upgrades, workflow processes, equipment installation, and new ERP and/or timekeeping systems;
Investigate, identify and prepare proposals to solve specific operational problems within the business areas;
Set up, configure, test, maintain and troubleshoot functionality of systems and modules;
Test patches, updates, and upgrades before release to production; create and maintain application test scripts;
Develop operating standards, policies, procedures and strategic planning for existing or new initiatives;
Direct vendors, technical staff, Town staff, and contractors in all phases of installation and implementation of systems as well as performing procedural modifications to existing systems;
Review and act upon feedback from internal and external customers, compile and analyze support data and recommend procedural and educational changes;
Support end users with technical guidance and advice; implement business improvements with input and assistance from end-users;
Perform complex functional period-end procedures; develop training plans, training materials and provide end-user training;
End-to-end issue tracking, troubleshooting, root cause analysis, and resolution for financial applications obtaining vendor support as necessary;
Work with information technology staff and consultants in overall issue resolution and system enhancements;
Perform needs analysis, create design specifications, and provide quality assurance for custom applications and integration;
Maintain in-depth technical knowledge of the systems and underlying data structures, and keep up-to-date on changing requirements in the business environment;
Identify opportunities to improve business processes through implementation and configuration of application functionality, development and/or modification of existing systems;
Ability to configure, change, test, implement and support technical solutions and SQL Server Administration.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of project management and development;
High level of understanding of ERP technical environments;
Working knowledge of processes and procedures within ERP systems and access control information systems and its impact on outcomes;
Working knowledge of various database and application methodologies and concepts;
Ability to define functional requirements and specifications into relevant records;
Ability to configure components of software and code configuration tables and develop and maintain reports;

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Ability to communicate effectively, both orally and in writing;
Ability to establish and maintain effective working relationships at every level; ability to work well under pressure and on concurrent projects; works well in a group environment;
Ability to adapt and be flexible in a changing environment;
Proficiency with Microsoft Office Suite (including MS Access, Visio, and Excel), and Outlook;
Capable of performing the essential functions of the position with or without a reasonable accommodation.

ADDITIONALLY, IF ASSIGNED TO TOWN OF TONAWANDA: Knowledge of, and experience with administering electronic time and attendance systems using a payroll master data system (e.g., SAP, UltiPro, Peoplesoft, Kronos, Lawson).

MINIMUM QUALIFICATIONS:

- A.) Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree in Computer Technology, Computer Science, Business Administration, Business Analytics, or related degree; and three (3) years of experience in: business process analysis; needs analysis; project management; or experience in the design, development, implementation and management of information systems; or
- B.) Graduation from a regionally accredited or New York State registered college or university with an Associate's Degree in Computer Technology, Computer Science, Business Administration, Business Analytics, or related degree and five (5) years of experience in: business process analysis; needs analysis; project management; or experience in the design, development, implementation and management of information systems; and
- C.) An equivalent combination of training and experience as defined by the limits of (A) and (B).

SPECIAL REQUIREMENT

Valid NYS Driver's License and reliable transportation for use on the job.

NOTE: Verifiable part-time and/or volunteer experience will be pro-rated toward meeting the full-time experience requirements.