

The Maryland-National Capital Park and Planning Commission

TITLE: Corporate Applications Analyst

GRADE: 24

DATE: 7/25/22

SERIES: Corporate Finance and Accounting

CODE: 1276

EEO: Professional

FLSA: Exempt

Class Definition:

Under direction, within Central Administrative Services, supports business processes for the Commission's Enterprise Resource Planning (ERP) system. Depending upon area of assignment, maintains modules on a Commission-wide basis in support of Corporate Financial Systems, Corporate Procurement Systems or Corporate Human Resources Systems (e.g., Enterprise Financial Management (EFM) system, Supply Chain Management (SCM) system, Human Capital Management (HCM) system) and works cross-functionally by interfacing with other (linked) business domain(s). Responds to user inquiries and enterprise system problems daily independently or in conjunction with Information Technology (IT) staff or contractors; identifies and documents requirements for system modifications as well as opportunities to streamline the domain's business processes through system support in coordination with business domain subject matter experts. Coordinates with system technical specialists in development of IT solutions to review and test technical solutions; coordinates and conducts technical training for users. Prepares and participates in data conversion, cleansing efforts and validation, documentation and implementation of enterprise roles and responsibilities and system set up change requests. Supports software change management and data analysis to ensure data integrity. As an individual contributor, the majority of work is day-to-day maintenance and enhancements of applications and assessing effectiveness of system support for compliance with business guidelines, which ranges from internal audit controls, checks and balances and regulatory compliance. Some work may be confidential. Applies knowledge of, and skill in, the principles, methods, techniques and generally accepted practices pertinent to the position of assignment; such as accounting, purchasing and contracting or human resources management; and knowledge of software systems and support of functional domains (e.g., financial, procurement or human resources), with emphasis on the functional domain pertinent to the position of assignment. Independently performs various types of analyses and solves regular occurring problems; also solves a range of non-standard problems. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise and obtain agreement. Performs other duties, as assigned.

Work is assigned in terms of ongoing program support; incumbent independently plans and carries out the work in conformance with these parameters, established policies, procedures and accepted practices, and resolves commonly encountered problems by selecting and applying, or adapting and adjusting, the appropriate guidelines. Incumbent is expected to keep the supervisor informed and to seek assistance only for unusual matters. Work is expected to be effective - the incumbent is held responsible for results; work is evaluated in terms of quality, quantity, timeliness, teamwork, customer service and other factors. Work may be subject to inspection by internal and external auditors.

Examples of Important Duties (Estimated Percentages):

1. Core Functions ($\pm 70\%$) – assigned functions vary by position

- Validates, documents and implements roles and responsibilities and system set up change requests. Maps roles and responsibilities to system function and security access. Creates business process documentation (including new standard procedures) and gives system functionality demonstrations.

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- Configures, tests and implements new functionality and specifies or modifies applications to meet business requirements. Prepares and executes test plans to ensure that patches, modifications and updates to the system are thoroughly tested before being placed in production. Reviews patches, modifications and updates to the system to determine impact on current functionality.
- Supports fit-gap analysis to accommodate as much new functionality as possible without the need for customization and analysis to determine system configuration and development changes.
- Reviews and supports development of functional specifications needed by the business department(s). Creates reports that supplement enterprise solutions. Participates in business requirements reviews; recommends development approaches, methods to be used, timetables and data collection techniques; and contributes to presentations of findings and recommendations to decision-makers.
- Reviews business requirements documents, system configuration documents, detailed functional design documents, test plans and test cases, user training documents and implementation documents. Serves as interface between programmers and users, ensuring that technology designs meet the needs of the users while assisting application developers with detailed user-process information. Provides user training in group and one-to-one situations. Helps users adjust to new features or modules.
- Creates and maintains documentation such as setup documentation, training documentation on user procedures.
- Works with the business process owners (subject matter experts), the Enterprise Resource Planning (ERP) Business Operations Team, consultants and the IT development team to design and implement system modifications; as well as with business customers, developers and system support to research, document and resolve system issues.

2. Other ($\pm 30\%$)

- Uses a variety of reporting tools and Business Intelligence tools.
- Performs the full range of customer support activities such as sharing knowledge from different departments to support cross-functional efficiencies.
- Serves as a troubleshooter in the day-to-day operation of the applicable platform. Maintains and updates company structure setup and reorganizations of units or programs.
- Performs as administrator and functional back up roles for ancillary software programs.
- Addresses daily operational issues identified by users, identifies problems and takes the necessary corrective actions.

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- Builds knowledge and skills; seeks continuous improvement. Stays informed of the functional domain supported and associated guidelines, materials, methods, techniques and practices and of developments in technology (as pertinent to specific position), but also including database design and content, disaster preparedness and recovery and other matters critical to the business operations supported.
- Communicates and interacts effectively with business contacts. Establishes and maintains or enhances working relationships, including teamwork.
- Uses a computer and modern office suite software (such as MS Office) for planning/scheduling, communicating, entering/manipulating data, word processing, researching (the Internet) and enterprise software or specialized software (e.g., Crystal Reports, SQL, JavaScript) for analysis, reporting and performing other functions.

Important Worker Characteristics:

- A. Knowledge of, and skill in (1) the principles, methods, techniques and generally accepted practices as pertinent to the position of assignment, such as:
- (a) Accounting (e.g. accounts receivable, general ledger, fixed assets, accounts payable, recurring/special accounting reports and other accounting functions [which include professional level knowledge of Generally Accepted Accounting Principles (GAAP) and other guides such as Government Accounting Standards Board (GASB) and Financial Accounting Standards Board (FASB)]).
 - (b) Purchasing and Contracting, which include various types of solicitation and purchasing methods, various methods of contracting (such as Request for Proposals, Request For Quotations, and Invitation For Bids), and procurement activities.
 - (c) Human Resources Management (e.g. recruitment, selection, interviewing, placement, classification, job analysis, performance management, salary administration, benefits, labor relations, employee training and organizational development).
- (2) Software systems and support of functional domains (e.g. financial, procurement, human resources) with emphasis on the functional domain pertinent to the position of assignment;
- (3) Enterprise Resource Planning System; such as Enterprise Financial Management (EFM), Supply Chain Management (SCM) or Human Capital Management (HCM) as pertinent to the position of assignment*;
- (4) Commission organization, policies, and procedures (including business domain specific information)*.

**Typically acquired or fully developed primarily after employment in this job class.*

- B. Skill and ability to (1) review and test software upgrades prior to implementation for potential impact on existing processes and system architecture – end-to-end integration testing; (2) review consultant proposals to quality assure technical content; (3) develop workflow diagrams in support of system analysis activities and functions; and (4) assist users or business process owners in defining organizational, functional data and reporting requirements in terms of enterprise technology applications and effective solutions.

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- C. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. Examples include identifying, as pertinent to the position of assignment, business process and enterprise system problems and responding to the wants and needs of users and business process owners consistent with business necessity and enterprise system standards by defining system requirements in terms of technical-functional specifications.
- D. Skill in communication to understand verbal and written information (including facts, assertions and arguments), draw inferences, form hypotheses and develop logical arguments, and to express such information so that others will understand and comply. This includes skills in actively listening to ascertain key information, including concerns, wants and needs of others, and in coordinating to obtain desired results including agreement or compliance. Examples include serving as a liaison between users, application developers and system managers and training enterprise system users.
- E. Interpersonal skills to interact with contacts in a businesslike, customer service-oriented manner; this includes skill in establishing and maintaining effective working relationships and working as a member of a team.
- F. Skill in using a computer, modern office suite software (such as MS Office), enterprise software and specialized software.

Minimum Qualifications (MQs):

1. Bachelor's Degree in Business Management, Computer Science, Information Systems or any related field.
2. Two (2) years of progressively responsible experience in business analysis or related experience that includes experience with functional software applications (e.g., enterprise financial, supply change management system, human resources information system), which includes configuration maintenance, troubleshooting training and end-user support.
3. An equivalent combination of education and experience may be substituted, which together total six (6) years.

Working Conditions:

Work is performed in an office setting. Work is primarily sedentary and requires light physical effort. Work must be performed accurately and may require occasional overtime, after-hours, weekend or on-call work. May be subject to various job demands such as high volume of work and tight deadlines.