

The Maryland-National Capital Park and Planning Commission

TITLE: Senior Corporate Applications Analyst GRADE: 28 DATE: 7/25/22
SERIES: Corporate Finance and Accounting CODE: 1277 EEO: Professional FLSA: Exempt

Class Definition:

Under direction, within Central Administrative Services, serves as a liaison among stakeholders of the Commission's Enterprise Resource Planning (ERP) system. Depending on area of assignment, is recognized as an expert within one or more areas of the ERP system on a Commission-wide basis; such as 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 agency wide applications (e.g., NEOGOV, Kronos, Laborsoft). Understands the structure, policies and operations of the organization and develops business process improvements that enable the organization to achieve goals and objectives as the highest level of expertise. Represents and confirms requirements from stakeholders by ensuring consensus concerning the scope and requirements of projects; presents requirements and confirms approval of requirements is obtained. Identifies business needs and performs an analysis of deliverables that validates project needs. Recommends solutions that meet the needs and requirements of stakeholders by mapping requirements to components of solutions. Provides expertise of business processes and analysis in identifying business needs and documenting requirements of enterprise system modifications as well as opportunities to streamline the business processes for a domain. May collaborate with enterprise system technical specialists or external consultants in the review and development of solutions; develops technical solutions. Analyzes and troubleshoots system issues from business owners, end users and other customers in various enterprise systems. Some work can be highly confidential or highly sensitive. On a regularly recurring basis, the work has important impact on financial, procurement or human resources systems, including high profile or high stakes matters, mainly Commission-wide. Applies expert knowledge of, and skill in, the principles, methods, techniques and generally accepted practices as pertinent to the position of assignment, such as accounting, payroll, purchasing and contracting or human resources management and software systems and programming languages (e.g., SQL, Java, HTML) and support of functional domain(s); as well as knowledge of business analysis, change control and project management. Independently performs various types of analyses and solves conventional, non-standard and challenging problems to provide a full range of products and services. Interacts with people inside and outside the organization to exchange information, coordinate, instruct, guide, advise and obtain agreement or compliance or achieve other desired actions. Performs other duties, as assigned.

Work is assigned in terms of ongoing functional responsibilities, requirements of specific assignments and anticipated problems. The incumbent independently plans and carries out the work in conformance with established policies and procedures and accepted programmatic practices, and resolves commonly encountered problems by selecting and applying, or adapting and adjusting, the appropriate guidelines. Incumbent keeps the supervisor informed of assignment status, non-routine problems and issues, and seeks assistance for unusual administrative matters. Work is expected to meet objectives highly effectively – the incumbent is held responsible for results; work is evaluated in terms of effectiveness in meeting objectives, quality, quantity, timeliness, teamwork, customer service and such other factors such as use of skill and ingenuity in overcoming technical and non-technical problems. Work may be subject to inspection by internal and external auditors.

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Examples of Important Duties (Estimated Percentages):

1. Core Functions ($\pm 90\%$) - assigned functions vary by position
 - Validates and documents enterprise system change requests. Creates business process documentation (including new standard procedures) and coordinates system functionality demonstrations. Performs business analysis tasks associated with new functionality and specifies or recommends modification of applications to meet business requirements. Works with Functional Business Analysts 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 and undertakes the patch analysis process. On an Enterprise-wide level, performs fit-gap analysis to accommodate as much new functionality as possible without the need for customization. Performs gap analysis to determine system configuration and development changes.
 - Develops functional specifications needed by the business department(s). Creates reports that supplement, or bridge implementation of, enterprise solutions. Conducts business requirements reviews; develops approaches, methods to be used, timetables, and data collection techniques; and presents findings and recommendations to decision-makers. Creates or reviews business requirement documents, system configuration documents, detailed functional design documents, test plans and test cases, user training documents and implementation documents. Serves as liaison between programmers and users, ensuring that technology designs meet the needs of the users while assisting application developers with detailed user-process information. Helps users adjust to new features or modules by engaging in change management. Coordinates with the business process owners (subject matter experts) and the IT development team in the design and implementation of system modifications. Coordinates with business customers, developers and system support to research, document and resolve system issues.
 - Assists in coordinating the resolution of applications or system problems impacting ERP environments. Recognizes and identifies potential areas where existing policies and procedures require change or where new ones need to be developed and provides recommendations.
 - Develops, implements and maintains the ERP system change management process and procedures which involves designing and maintaining the business process and workflow. Develops evaluation processes to obtain feedback from all levels of the organization and develops measurements to understand effectiveness of Change Management initiatives. Creates and implements strategies to encourage adoption of and minimize resistance to organizational change, and program redesign. Develops and implements communication strategies to ensure the successful implementation and maintenance of programmatic or organizational change.

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- Provides training, guidance and coaching to team members and employees on ERP system change control process and procedures. Creates a variety of training content including job aids, online training and videos. Assists functional and technical staff when requested. Trains end-users and technicians on the ERP Standard Operating Procedures, help desk system; develops and maintains ERP incident management training documentation.

2. Other (±10%)

- Leads teams composed of partners from various departments, management and the public in the development and implementation of new processes that addresses the needs of the stakeholders. Facilitates focus group sessions to obtain feedback from stakeholders at all levels of the organization.
- Uses a variety of reporting and Business Intelligence tools. Conducts surveys to benchmark County Government activities; researches laws and regulations to identify enhancements of current practices.
- Builds knowledge and skills; seeks continuous improvement. Stays informed of current trends, tools and techniques of business analysis, change management, change control, project management disciplines, ERP software, and other matters critical to the business operations supported.
- Maintains confidentiality of data, including legally-protected personal information, proprietary and pre-decisional information not subject to public information disclosure, sensitive programmatic data, and other sensitive information.
- Communicates and interacts effectively with business contacts. Establishes and maintains or enhances working relationships, including teamwork. Collaborates with a range of stakeholders to understand the County Government's business objectives and challenges, and the technologies and processes they employ.
- 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, reporting, and performing other functions.

Important Worker Characteristics:

- A. (1) Expert knowledge of, and skill in, the principles, methods, and techniques and generally accepted practices as pertinent to the position of assignment, such as:
- (a) Accounting (e.g., payroll, 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

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other guides such as Government Accounting Standards Board (GASB) and Financial Accounting Standards Board (FASB)]).

(b) Purchasing and Contracting, which include knowledge of 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 programming languages (e.g., SQL, Java, HTML) and support of functional domains (e.g. financial, procurement, human resources) with emphasis on the functional domain pertinent to the position of assignment;

(3) Knowledge of (a) Enterprise Resources Planning System; such as Enterprise Financial Management (EFM), Supply Chain Management (SCM) or Human Capital Management (HCM) and ability to rapidly acquire, and skillfully apply, as pertinent to the position of assignment*; (b) business analysis; (c) change control; (d) project management; and (e) Commission organization, policies, and procedures (including business domain specific information)*.

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

- B. Knowledge of, and skill in assigning or reviewing tasks, setting the pace, and otherwise assisting the supervisor by performing group leader work; or ability to rapidly acquire knowledge and skill set.
- C. Skill and ability to (1) perform analysis of change management/control prior to implementation to confirm adequate business case and potential impacts on existing processes and system architecture; (2) review consultant proposals to quality assure technical content; (3) design and develop workflow diagrams in support of system analysis activities and functions; (4) assist users/business process owners in defining organizational, functional, data and reporting requirements in terms of enterprise technology applications and effective solutions; and (5) serve as a liaison between users, application developers and system managers, and train others.
- D. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes skill in recognizing subtle aspects of problems and making recommendations and decisions. Examples 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; gathering and analyzing business or industry data and providing recommendations regarding organizational changes and system design; decisions through detailed analysis and evaluation of information received from a variety of sources.

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- E. 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, in some situations, agree, comply or take other desired action(s). 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. Example includes developing communication strategies to inform employees about program initiatives and to encourage the adoption of changes to business processes; negotiating complex issues with department heads and managers and in persuading others to adopt change.
- F. 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 or a leader of a team.
- G. Skill in using a computer, modern office suite software (such as MS Office), enterprise software and specialized software, including applicable system programming languages (e.g., SQL, Java, JavaScript, C#). Examples include reporting tools such as InforBirst, Oracle Business Intelligence (BI), SharePoint.

Minimum Qualifications (MQs):

1. Bachelor's Degree in Business Management, Computer Science, Information Systems or any related field.
2. Four (4) 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 eight (8) years.

Working Conditions:

Works 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.