



## JOB DESCRIPTION

Title: **ERP SYSTEMS ANALYST**  
Department: Information Technology  
Class Code: 3180  
FLSA Status: Non-Exempt  
Effective Date: March 29, 2022

### GENERAL PURPOSE

Under general supervision from the Database Supervisor, performs complex professional work in Tyler Munis configuration, systems analysis, and system administration. Reviews and analyzes all functional areas of Tyler Munis and provides Enterprise Resource Planning (ERP) software and systems support.

### ESSENTIAL DUTIES

- Installs, upgrades, and performs problem analysis for ERP programs. Clearly defines problems and recommends solutions. Assists in the development of hardware and software specifications as related to SQL server systems. Designs backup processes for Database servers and associated data.
- Oversees the planning and coordination, installation, and validation of Tyler Systems release packages including Tyler Cashiering, Tyler Content Manager, and Tyler Hub.
- Provides end-to-end technical support and problem resolution for Tyler Munis system. Creates accounts for all users and assigns security levels. Launches support tickets with software vendors as well as follows up on open tickets until the issue has been resolved.
- Assists end users with troubleshooting software issues, identifies, and provides new processes and/or changes to existing processes to meet needs and objectives efficiently. Assists with application training and conducts in-service training sessions.
- Creates application management procedures. Researches, examines, evaluates, and makes reports and recommendations on application issues. Prepares system documentation to instruct end users in the use of application systems.
- Works closely with peers, users, technical support personnel and technical personnel in other organizations. Attends seminars, classes, and other technically oriented meetings, works with technical manuals to solve problems, and remains current with new skills.
- Works directly with application servers, personal computers, workstations, and all related peripheral devices. Works with hardware, software, and communication protocols necessary to effect communication between various systems and devices.
- Performs problem solving activities on both software and hardware systems. Assists others in defining problems and effecting corrective action to restore desired operating levels.
- Trains users and other peers in use of appropriate application programs and systems.
- Duties, responsibilities, and activities may change as assigned.

## **MINIMUM QUALIFICATIONS**

### Education and Experience

- Graduation from college or university with a bachelor's degree in computer science or a related field or four (4) years of experience in ERP systems support and administration OR any equivalent combination of education and experience.

### Necessary Knowledge, Skills and Abilities

- Proficiency in Microsoft Windows operating systems. Familiarity with UNIX platform.
- Must be proficient in Microsoft Windows applications and tools. Use of Microsoft SQL Server Management Studio is a plus but not required.
- In-depth knowledge of Tyler Munis applications, Tyler Content Manager, and Tyler TRS report generation tool is a plus but not required.
- Proficiency in system analysis and software implementation; knowledge of documentation requirements and skill in technical writing.
- Working knowledge of relational database management systems (RDBMS).
- Knowledge of PC networking and server technology.
- Ability to work with inter-departmental issues in a cooperative manner to be resolved in a timely manner.
- Ability to set own priorities and work with minimal supervision.
- Ability to communicate effectively both orally and in writing with both technical and non-technical people.
- Ability to perform system administrator duties.

## **TOOLS & EQUIPMENT USED**

- Personal computer, SQL servers and Microsoft Windows operating systems.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit; talk or hear; use hands to finger, handle, feel objects, tools, or controls; and reach with hands and arms. The employee is regularly required to walk.
- The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office setting. The noise level in the work environment is usually quiet.

DEPT/DIVISION APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_

EMPLOYEE'S SIGNATURE: \_\_\_\_\_ DATE: \_\_\_\_\_

H. R. DEPT. APPROVED BY: \_\_\_\_\_ DATE: \_\_\_\_\_