

## **Role:- System Analyst - Richmond VA**

### **Location: Richmond, VA**

The consultant has to be on-site 3 days per week. Essentially, they are looking for a strong systems/operations analyst that is comfortable working in a complex architectural environment.

### **SAP & Oracle Cloud Financials ERP experience**

Systems Analyst - supporting Financial Applications (SAP CAR & Oracle Fusion Financials ERP)

Duration expected: 1 year with extensions

Parking is available for contractors

Currently, the client requires all resources to be in the office 3 days a week. The other 2 days are remote.

### **ABOUT THE ROLE**

This contract position will be serving as the IT support administrator/coordinator for the instance of the SAP Customer Activity Repository (CAR) and Oracle Cloud Financials (BAR).

In addition to support activities, the incoming candidate will also be responsible for any requirements development and prioritization of enhancement requests. They will also be responsible for escalating platform related issues and partnering with the appropriate vendor for resolution.

The incoming candidate needs to be a self-starter and fast learner, who remains calm under pressure and who possesses excellent time management skills with an ability to communicate effectively and respectfully with colleagues from various areas of the organization.

### **Primary Responsibilities:**

- Serve as IT product configuration administrator for Oracle Cloud Fusion platform and for basic functionality in the SAP Customer Activity Repository application
- Assess the existing administration and support activities performed by business, IT and 3rd party vendor resources to identify what should be performed in-house vs. outsourced
- Research and troubleshoot functional and data integration issues and defects and determine whether to escalate to vendor or internal IT support
- Partners with the key stakeholders to evaluate product upgrades and perform an impact assessment on both the existing systems and business processes
- Elicits and writes requirements for all requested enhancements to supported products

- Creates and/or maintains appropriately detailed business and system documentation
- Creates detailed data mappings, as needed, for data integration with legacy systems
- Serves as an escalation point of contact for the IT Production Support Team for supported systems
- Partners with key business and technical stakeholders to maintain and/or establish standards and governance to ensure adherence to standards when it comes to the administration, maintenance and enhancement of the supported applications
- Partners with key business and technical stakeholders to annually review, maintain and/or develop an operational support plan for the products
- Serve as the subject matter expert for both the use of the supported applications and their technical implementation
- Works with other IT functional groups to resolve issues related to connectivity and interfaces with other ABC systems
- Directs stakeholders to submit a project initiation request for enhancements or additions that exceeds the bandwidth, capacity and/or capabilities of day-to-day administration and 3rd party vendor supported enhancements
- Coordinates change management efforts and for ensures that the change management process is followed for each release, including those that contain just product configuration changes
- Mentor(s) and trains a back-up resource if/when available

**Required Experience/Skills:**

- Foundational understanding of accounting concepts (primarily involving the input of financial transactions - receivables and payables - into the general ledger but also a basic understanding of financial position, cash flow and reconciliation)
- Ability to execute simple to moderately complex (multi-table joins) SQL select statements
- Create and maintain data definitions (business definitions of data elements) and source to target mappings for system-to-system interfaces
- Excellent problem solving and troubleshooting skills
- Has previous experience as a Sr. BSA and as either a cloud-based or on-premise COTS product administrator
- Ability to learn new products and systems quickly
- Possesses excellent problem solving and technical troubleshooting capabilities
- Is a self-starter and independent worker; does not require detailed instructions on what tasks to complete or how to complete them
- Works independently and is able to effectively and efficiently translate business, process and technical goals into actionable tasks
- Able to balance multiple assignments simultaneously based on priority and complexity
- Possesses excellent verbal and written communication skills with both IT and Business Professionals at all levels of organization (able to speak to big picture as well as technical details and knows when to speak to each and how)
- Diligently, but tactfully pursues answers to needed questions to address gaps and advance work progress
- Effectively facilitate meetings and requirements gathering sessions
- Writes specific, measurable, and testable user stories with detailed acceptance criteria

- Proficient with Microsoft Office 365 (Word, Excel, PowerPoint, Visio)
- Makes recommendations for the logical design of COTs product enhancements
- Publishes clear, effective process flows and documentation.

**Highly Desired:**

- Previous experience with the implementation and/or support of Oracle Cloud Financials and Budgeting software
- Previous experience with the implementation and/or support of SAP Customer Activity Repository