**University of Michigan Job Posting**

**ERP Business Systems Analyst Intermediate**

**Human Capital Management**

**How to Apply**

A cover letter is required on PAGE 1 of your resume.  In the cover letter, it should include:   
(1) Specific outline of the reasons for your interest in the position   
(2) An outline of your particular skills and experience that directly relate to this position  
(3) Current or ending salary

**Opening Statement of Position**

The Enterprise Application Services (EAS) division within Information and Technology Services (ITS) has an immediate opening for one (1) ERP Business Systems Analyst-Intermediate (BSA) in the Human Capital Management System product line. As a member of a high performing team, the BSA will have the opportunity to work in a collaborative environment with other BSAs and cross-functional teams to support the technology needs of the Human Capital Management community. Primary enterprise systems of support include Oracle's (PeopleSoft) Human Capital Management, SumTotal (My LINC), Jira, and ServiceNow.

**Responsibilities**

Utilize knowledge of commonly used IT concepts, practices, and procedures to support Human Capital Management business processes. Demonstrate self-sufficiency on primary systems of use. Understand and use relational data base concepts.

Utilize IT methodology standards in a coherent, consistent, accountable, and repeatable manner in accordance with best practices established by the organization. Identify appropriate templates, tasks, and forms within ITS system development lifecycle methodologies/standards for assigned work.

Interact with stakeholders, customers, and/or users to collect and document requirements for the system under development, implementation, or upgrade.  Skills include interviewing, documentation, analyzing requirements to identify ambiguities and conflicts, and working with stakeholders to resolve these issues.   Gather, document and analyze requirements using standards for system development methodologies in use.

Develop and execute test plans to ensure that a product or system meets design specifications, security, and other requirements.

Use data to inspect, collect, interpret, and present information with the goal of highlighting useful results, suggesting conclusions, and supporting decision making. Interpret data and find meaning to support proposals, development of system changes, and/or business solutions. Analyze data and present alternatives/ suggests conclusions. Understand who the U-M Data Stewards are and when to engage them for system designs.

Identify and analyze the customer’s needs and problems. Gather information and conduct research in order to implement the appropriate strategy. Use expert knowledge and provide advice to others looking to solve a problem or establish new or enhanced operations. Use expert know**l**edge to assist with product adoption for both existing and new functionality. Understand customer requirements and needs. Enable product adoption and business process transformation.

**Organizational Competencies**

The successful candidate is expected to demonstrate the following organizational competencies:

*\*Creative Problem Solving:* Demonstrated ability to provide necessary attention to solve different level problems, often multitasking to solve problems.   Defines problems, analyzes causes, identifies possible solutions, selects the best solution, and develops action plans.  Generates new ideas and goes beyond the status quo.  Demonstrated ability to use creative thinking to improve processes and solve complex problems.

*\*Communications:* Demonstrated ability to communicate clearly, correctly, knowledgeably, and effectively both verbally and in writing. Uses appropriate methods of communication (face-to-face, etc.) to achieve desired results. Demonstrated ability to communicate effectively to groups, varying style to fit the audience, actively communicating with those with differing opinions and differing levels of understanding.

*\*Flexibility/Adaptability to Change:* Understanding and accepting the need for change, cooperating in implementation, and constructively voicing concerns and proposing alternatives. Demonstrated ability to plan, implement, and communicate effective change approaches within established and changing deadlines.

*\*Quality Service:* Demonstrated ability to establish and maintain effective relationships with internal and external customers in a manner that consistently meets the organization’s expectations for exemplary customer service. Demonstrates the ability to see issues from the customer’s perspective and to assess urgency of requests and responds accordingly.

**Required Qualifications**

\*Bachelor’s degree in Business, Computer Science, Information Systems or equivalent combination of education and experience.

\*Two years of related experience in a process area or systems support; to include systems analysis and design.

\*Demonstrated skills in business systems analysis, design, and system testing.

\*Demonstrated skills in gathering, translating, prioritizing, and documenting system requirements.

\*Demonstrated skills in facilitating team meetings and collaborating with customers on the resolution of business process issues.

\*Demonstrated ability to learn new software, understand technical information, and communicate it to others using clear, concise, and user-friendly language.

**Desired Qualifications**

\*Previous experience working with Oracle (PeopleSoft) Human Capital Management and/or Campus Solutions enterprise software

\* Previous experience working with Learning Management Systems, such as SumTotal

**Physical Demand and Work Environment/Location**

\*Responsible for protecting data and information from unauthorized release or from loss, alteration, or unauthorized deletion; and, following applicable regulations and instructions regarding access to computerized files, release of data, etc. as stated in a computer access agreement which the incumbent signs.

\*May require travel to various location on and off university campus

\*Staff members are expected to work in the office during normal business hours

**Additional Information**

The University of Michigan was featured as one of the "Great Colleges to Work For" in the 2012 Chronicle of Higher Education.

**U-M EEO/AA Statement**

The University of Michigan is an equal opportunity/affirmative action employer.