



# COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

## ERP BUSINESS OPERATIONS SPECIALIST

Job Number: 21000176

Job Code: 73700V250216

Job Group: 7300 - INFORMATION MANAGEMENT SYSTEMS

Job Established: 01/16/2012

Job Revised: 02/16/2025

Grade: 18 Salary (MIN - MID):

\$33,091-\$49,637 - Hourly

\$5,377.30-\$8,066.02 - 37.5 Hr. Monthly Salary

\$5,735.78-\$8,603.76 - 40 Hr. Monthly Salary

Special Entrance Rate:

\$47,246 - Hourly

\$7,677.48 - 37.5 Hr. Monthly Salary

\$8,189.32 - 40 Hr. Monthly Salary

### PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 6 months, except as provided in KRS 18A.111.

**CHARACTERISTICS OF THE JOB:** *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Performs complex analytical and technical work in the enhancement of the Commonwealth's Enterprise Resource Planning (ERP) system. Analyzes business processes to determine the most appropriate solution to the requested enhancement to meet the business needs. Configures the enterprise software or develops documented functional specifications for changes to the system ; and performs other duties as required.

### MINIMUM REQUIREMENTS:

#### **EDUCATION:**

Graduate of a college or university with a bachelor's degree.

#### **EXPERIENCE, TRAINING, OR SKILLS:**

Must have five years of professional experience in systems analysis, systems design, systems development. Three years of the required experience must be in an Enterprise Resource Planning (ERP) environment.

#### **Substitute EDUCATION for EXPERIENCE:**

NONE

#### **Substitute EXPERIENCE for EDUCATION:**

Additional professional experience in computer programming, systems analysis, project management, computer operations, business administration, or a related field will substitute for the bachelor's degree requirement on a year-for-year basis. Related technical or vocational training will substitute for the bachelor's degree requirement on a year-for-year basis.

#### **SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):**

NONE

**EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION:** *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Reviews and analyzes business processes and/or requirements, to determine the most appropriate solution to the requested enhancement or "fix" to meet the business needs utilizing the ERP software and/or associated tools. Analyzes and configures the enterprise software or develops documented functional specifications for changes to the system. Provides estimated level of effort for custom changes to the software. Coordinates changes to the system with leadership, state agencies or affiliated vendors. Provides analysis and resolution of system bugs or defects. Provides direction and guidance to both developers and business users as to the correct system behavior as well as possible root cause analysis findings for the issue. Develops test cases and scenarios to ensure validation of proper resolution before seeking business approval to release fixes to the live production system. Plans for major system updates, upgrades and vendor required software changes to assess impacts and mitigate risks, while ensuring thorough end-to-end testing and validation, as well as remedies to issues encountered.

**UNIQUE PHYSICAL REQUIREMENTS:**

Any unique physical requirements necessary to perform the duties of a specific position will be listed on the individual position description, if applicable.

**TYPICAL WORKING CONDITIONS:** *Incumbents in the job will typically perform their job duties under these conditions.*

Work is typically performed in an office setting or in a virtual office environment.

**ADDITIONAL REQUIREMENTS:**

Upon employment, employees in this job classification may be required to maintain a valid driver's license and may be required to drive a licensed vehicle. This status may be necessary for the length of time in this job classification. If this is necessary, it will be listed in the specific position description for the position at issue. Applicants and employees in this job classification may be required to submit to a drug- screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

*The Commonwealth of Kentucky does not discriminate on the basis of race, color, sex, disability, age, national origin, religion, sexual orientation, gender identity or expression, pregnancy or related medical condition, marital or familial status, ancestry, political affiliation, genetic information, or veteran status in accordance with state and federal laws.*