

THE YORK WATER COMPANY
Job Description

JOB TITLE: Business Systems Analyst

EXEMPT: Yes
DIVISION: G&A

DEPARTMENT: Information
Technology Department

LOCATION: Main Office and other
company locations as necessary
REPORTS TO: IT Project Manager

PREPARED BY: Human Resources
APPROVED BY: CAO

DATE:
DATE:

SUMMARY: We are seeking a highly skilled Business Systems Analyst to support our water utilities ERP environment. The ideal candidate will have experience with the IFS ERP system and Cayenta Customer Service system. This role involves analyzing business processes, identifying areas for improvement, and implementing solutions to enhance operational efficiency.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Analyze and document business processes and workflows within the water utilities business applications environment.
2. Collaborate with stakeholders to gather requirements and translate them into functional specifications.
3. Configure and maintain the IFS ERP system and Cayenta Customer Service system to meet business needs.
4. Develop and execute test plans to ensure system functionality and performance.
5. Provide end-user training and support for ERP-related processes and systems.
6. Monitor system performance and troubleshoot issues as they arise.
7. Participate in system upgrades and enhancements, ensuring minimal disruption to operations.
8. Create and maintain comprehensive documentation for system configurations, processes, and procedures.

SUPERVISORY RESPONSIBILITIES:
None

QUALIFICATION REQUIREMENTS:

EDUCATION and/or EXPERIENCE:

- Bachelor's degree in Information Technology, Business Administration, or a related field.

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- Minimum of 3-5 years of experience in business systems analysis or a related role.
- Experience with IFS ERP system and Cayenta Customer Service system is highly preferred.

OTHER SKILLS

- Proven experience as a Business Systems Analyst or similar role, preferably in a water utilities environment.
- Strong understanding of business workflow ERP systems and other business systems.
- Strong customer service orientation.
- Ability to work collaboratively with cross-functional teams.
- Strong communication skills, both written and verbal.
- Detail-oriented with a focus on accuracy and quality.
- Proficient with Microsoft Office Suite or related software.
- Good organizational skills and attention to detail.
- Excellent problem-solving and analytical skills.

PHYSICAL DEMANDS:

- Ability to walk, sit, stand; occasionally required to stoop, kneel, crouch and bend.
- Required to sit for extended periods of time.
- Required to talk, hear, and see. Vision requirements include close vision, distance vision, peripheral vision, depth perception, ability to adjust focus and differentiate between colors.
- Ability to ascend and descend stairs.
- Dexterity is mandatory as this job requires frequent use of hands and fingers, including keystrokes on the computer and keyboard, and calculator.
- Ability to work under stress and additional hours in order to meet deadlines.

WORK ENVIRONMENT:

- The position primarily works in an office environment, seated at a desk for extended periods of time.
- This position works onsite full-time.
- Frequent and ongoing interaction with other employees and partners.
- Travel per month is approximately 15-20% between company locations as necessary.

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- The noise level in the work environment is usually moderate.