Job Specifications

**Enterprise Application Analyst**

**Division/Department:** Administration/Information Technology Department  
**Reports To:** Information Technology Department Manager  
**Type of Position:** ■ Full-time  □ Part-time  
**Status:** ■ Exempt  □ Nonexempt

**General Statement**

This position is responsible for working with multiple teams to maintain Northern Water’s enterprise applications, such as a Document Management System, Asset Management, Enterprise Resource Planning (ERP), Data Management System, and SharePoint.

**Job Duties**

- Provides support (e.g., configuration, installation, maintenance) for various enterprise-wide applications.
- Formulates and defines systems scope and objectives based on both user needs and a good understanding of applicable business systems and industry requirements.
- Develops or modifies moderately complex information systems. Includes analysis of business and user needs, documentation of requirements, and revising existing system logic difficulties, as necessary.
- Ensures the functionality and integrity of enterprise applications by monitoring logs and system testing.
- Responds to end-user trouble tickets to resolve application issues as they arise.
- Serves as an escalation point for critical application issues.
- Assists with all enhancement requests made with the application vendors.
- Makes suggestions on ways to use technology to improve and or automate existing business processes.
- Determines any required changes to back-office operations and assists with implementation.
- Performs and is responsible for application security, user setups, role privilege definitions, assignments, and security permissions.
- Works with Internal Audit to ensure that the application security needs of the organization are met or exceeded by the plan in place.
- Suggests changes to internal procedures that will enhance the use of new or existing software.
• Translates business requirements into technical designs, participates in the “As Is” and “To Be” evaluation, and the selection of IT solutions for software application projects.
• Documents process diagrams and procedures on key applications or processes.
• Identifies and applies appropriate data transformation techniques as needed.
• Works with IS management to be sure that all application integration initiatives stay within scope.
• Reviews new software request proposals to ensure the software aligns with the Northern Water technology stack and security policies.
• Other duties as assigned.

Experience and Education Requirements

Experience Required
• Three or more years’ experience functioning as an application support specialist overseeing off-the-shelf enterprise applications. Experience must be with enterprise applications such as Enterprise Resource Planning (ERP), Supply Chain, Customer Relationship Management (CRM), Document Management, and Asset Management Systems.
• Must be highly Competent to work at the highest level of most phases of systems analysis while considering the business implications of the application of technology to the current and future business environment.

Education Required
• Bachelor’s Degree in Computer Science or related field, or Associate Degree with three or more years of application support experience or other specialized information system training.

Knowledge, Skills, and Abilities

Knowledge:
• Working knowledge of Windows Servers, Active Directory, and SQL Servers
• Working knowledge of Crystal Reports and Business Intelligence analytical tools
• Above average knowledge of business systems and industry requirements.
• Microsoft SharePoint, Power Automate, Flows and Forms
• API integration
• Familiarity with system change management policy and procedures
• Establishing test systems for patch and upgrade procedures

Skills:
• Technical aptitude to implement, train, support and integrate various software applications and technologies
• Demonstrated experience in process automation, technology efficiency, and effectiveness

Abilities:
• Organization and prioritization skills
• Strong interpersonal, analytical and communication skills

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• Establish and maintain effective working relationships with other departments, and employees
• Work within a team environment with limited supervision
• Willingness to pursue further education in meeting business needs with Information Systems

**Physical Requirements**

• Occasional physical activity is required, including walking, bending, stooping, or climbing stairs when meeting with departments or supporting applications at end-user offices.
• Requires prolonged sitting and sustained operation of keyboard devices.
• Must be able to meet the physical requirements of a post-job offer physical examination.

Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions.

**Other Requirements**

• Maintains a personal appearance appropriate for job position and image of Northern Water.

This job description in no way states or implies that these are the only duties to be performed by this employee.

Northern Water is an equal employment opportunity employer.