

## SAP WORKFLOW ANALYST

### DEFINITION

Designs, develops and manages SAP Workflow project solutions utilizing current technology related to SAP content management. Establishes enterprise workload automation based on business processes to support business continuity and service level targets.

### TYPICAL DUTIES

Designs, develops, and manages SAP Workflow project solutions.  
Performs technical analyses of business requirements to identify SAP customer solutions.  
Performs systems analysis, programming, and development on complex Enterprise-wide technology projects.  
Identifies, investigates, analyzes, and recommends solutions to SAP Workflow problems.  
Confers with management, operating unit personnel, and customers to define the scope of information requirements, and evaluate alternative approaches to improving information systems.  
Monitors various SAP data transfer technology viz. ALE/ IDOCs, RFCs, Messaging, etc. and ensure data integrity between SAP/ Non-SAP systems (such as ECC, eREC, CUA, GRC, SRM, SUS, PI, District's third party systems, etc.) daily.  
Communicates and fixes data inconsistencies with the help of respective team(s).  
Designs new workflow functionality to meet District business requirements and improve system efficiency.  
Monitors and manages SAP Business Workflow processes for distribution, errors, delays, capacity, and overload to reduce risk.  
Controls and monitors SAP workflow designed processes, tracking and correcting issues, find bottlenecks and resolve issues.  
Analyzes and documents system interface requirements between applications and the SAP system.  
Designs, builds, tests, implements, maintains, and enhances SAP reports, and interfaces to and from external systems.  
Leads assigned programming personnel in applying innovative and advanced analytical and programming techniques to the resolution of problems.  
Creates and maintains specifications of scheduling activities.  
Provides solutions to schedule processes based on SAP dependencies and various schedules  
Designs the control and management of SAP batch processes.  
Establishes common scheduling for all SAP modules.  
Identifies business processes that can be improved and rigorously defines business rules.  
Identifies and establishes detailed reporting needs for monitoring SAP workflow.  
Provides training to technical staff.  
Performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The SAP Workflow Analyst works independently or as a project leader, analyzing complex application dependencies and pre-requisite relationships to optimize job processing to align with business processes.

A Computer Applications Administrator SAP plans, organizes, and directs the activities of a staff involved in the implementation and development of the automation of payroll, budget, finance, personnel, purchasing, and other technical applications.

A Programmer Analyst (SAP) performs responsible SAP systems analysis and programming on complex projects, assists higher-level programmer analysts on the most complex projects, and may provide work direction and technical assistance to assigned programming personnel.

## SUPERVISION

General supervision is received from an SAP ABAP Developer or Computer Applications Administrator SAP. Supervision is exercised over assigned programming personnel.

## CLASS QUALIFICATIONS

### Knowledge of:

- SAP enterprise software components, specifically SAP Workflow processes to automate business processes
- SAP Workflow design tools including graphical workflow builder
- Object-oriented principles across an entire SAP system landscape
- Techniques of systems analysis and design as they relate to SAP systems and applications
- Information technology concepts and capabilities as they relate to SAP/Enterprise-wide modules
- Principles of program documentation
- Principles of management framework
- Tivoli Workload Scheduler
- ABAP to review code and assist with resolving problems

### Ability to:

- Analyze business requirements, methods, and procedures and adapt them to resolve workflow and workload issues
- Enhance standard SAP workflow and design unique workflow processes
- Identify business processes that can be improved
- Design and build job streams to solve complex workflow automation scenarios
- Analyze existing manual and computerized procedures and develop improvements
- Write clear and logical reports, instructions, and documentation
- Develop test data and analyze problems in SAP Workflow Framework
- Provide technical assistance and training to staff members with lower-level technical skills
- Communicate complex concepts effectively orally, schematically, and in writing
- Work effectively on assigned projects independently or as a team member
- Work effectively with customers and IT colleagues

## ENTRANCE QUALIFICATIONS

### Education:

Graduation from a recognized college or university with a bachelor's degree in computer information systems, computer science, or a closely related field. Additional qualifying experience may be substituted for up to two years of the required education on a year-for-year basis provided that the requirement of a high school diploma or equivalent is met.

### Experience:

Four years of experience in SAP workflow/ABAP with SAP functional modules FI/CO, MM, SRM or HCM.

Special:

A valid California Driver License.

Use of an automobile.

Employees in this class are subject to call at any hour.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Requirements are representative of the minimum level of knowledge, skill, and/or abilities. Management retains the discretion to add or change typical duties of a position at any time.

New Class

10-14-13

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