Position Summary: Provide technical support to the departments responsible for the financial business systems applications. Demonstrates a basic understanding of accounting and related business processes, internal controls, and ultimate impact on financial reporting. Assists the technical team with the development and maintenance of the university’s financial ERP system. Provide assistance in all areas of financial applications that includes end to end integration testing, design and analysis. Assist in workflow configuration, ERP layout testing, and development of advanced queries and reports to ensure effective use of the system. Work with functional and technical users to test application improvements and resolve operational problems. Monitor activity and troubleshoot system exceptions to facilitate timely, accurate processing and reporting of activity. Identify current operating procedures, and assist in the formulation of procedures and best practices for users of applications.

Essential Responsibilities Include: Serve as first point of contact for financial systems functional users when production issues are encountered. Work with the user to clearly define the issue, analyze it and solve it if possible. If unable to resolve the issue directly with the user, present the issue to Technology Services; work with the technical team as needed to resolve the issue. Meet with financial systems functional users on a regular basis to understand current operating procedures, and assist with any business or system issues within their module or application. Help with business process flow enhancements and assist users with utilizing delivered functionality effectively.

Work with functional teams to gather and document requirements to apply system solutions to business problems. Assist in the formulation of procedures and best practices for functional users of financial systems. Provide leadership in the development of functional skills in others through active knowledge sharing. Perform or assist “power users” on functional testing for production issues, application fixes, functionality enhancements, upgrades and new implementations. Assist in the creation of data conversion for new interfaces, workflow configuration and customization, and ERP layout testing. Assist in managing requests from stakeholders by following the change management process. Develop system functional change request business cases (i.e. define the problem, pros, cons, suggestions, cost/benefit analysis; recommendations). Lead in performing functional configuration changes, testing, training and business process documentation as needed.

Maintains financial reporting trees. Provide query and report “power user” support in creation of advanced queries and reports for team shared use. May assume the role of the functional “power user” for a specific module or application, with responsibility for creating and running queries, assisting with data reconciliation, and running processes when needed. Conduct training classes/sessions for new employees in the Finance division and other business offices. Train existing system users on the current and new functionality being rolled out in the systems.

Minimum Qualifications: A Bachelor’s Degree in Business Administration or Management Information Systems or other closely related field or the equivalent combination of education and experience required. A minimum of eight (8) years working in a functional/business analyst role supporting financial systems. Combined minimum of six (6) years of operational experience with Oracle PeopleSoft Financials versions 8.4 through the latest. At least one full PeopleSoft Financials Software Development Life Cycle (SDLC) implementation as a functional/business analyst; two or more are highly desirable. Experience in a functional/business analyst role with PeopleSoft Financials version 9 or higher. Extensive experience developing and enhancing user reports using nVision and PS/Query. Experience in requirement gathering, fit/gap analysis, documenting design, test planning and execution, training strategy, and overall functional implementation planning. Demonstrated skills in verbal and written communications, making presentations before groups, working and/or leading effectively and cooperatively with staff and management.

Other Technical Qualifications or Specialized Certification:

- ERP principles, methods, and practices.
- Software development lifecycle (SDLC) principles, methods, and practices.
- Business requirements, processes and implementation approaches for the following Oracle PeopleSoft Financials modules: General Ledger, Accounts Payable, Purchasing and eProcurement, Asset Management, Grants/Sponsored Accounting, HR/Payroll.
- Finance business practices, workflow analysis, business systems design, and process re-engineering.
- User report development with nVision and PS/Query.
- Use of SQL and PS/Query for reviewing data, troubleshooting and testing/validating source system data.
- Workflow approval configuration and processing.
- Configuration option evaluation to leverage PeopleSoft delivered functionality.
- Automated systems testing procedures, transaction processing and troubleshooting application.
- Quality Assurance (QA) methods and practices to test development work and to work with the technical development team to ensure functional user requirements are met.
- Office productivity applications (with particular emphasis on Excel, Project, and Visio (or other flowcharting software)).
- Project management principles and techniques.

Other Knowledge Skills and Abilities Needed:

- Accountable, and strong rapport with technical team and user community.
- Excellent issue resolution (problem diagnosis), analytical and troubleshooting skills: Ability to integrate differing bodies of knowledge in troubleshooting and solving technical problems, including performing root cause analysis and follow up to ensure the issues are addressed at the root level.
- Demonstrated ability to handle multiple priorities effectively and efficiently: Ability to organize work, coordinate with other individuals and teams to accomplish goals, and ensure progress is made on assigned projects and tasks.
- Knowledge of developments and new applications of financial business systems and applications; Ability to learn and adopt new ideas and technologies.
- Willingness to provide leadership in the development of functional skills in others through active knowledge sharing.
- Excellent customer services skills.

How to apply: forward resume, cover letter and salary requirements (salary expectations are considered part of application process): CUARecruitment@cua.edu. Reference position 101643 in subject line of email. Open until filled.

The Catholic University of America
Human Resources, 170 Leahy Hall
620 Michigan Ave, NE
Washington, DC 20064
Fax: (202) 319-5802
Telephone: (202) 319-5050