



GLOBAL ERP SYSTEMS ANALYST

DIVISION:		JOB CODE:	2347
LOCATION:	N/A	JOB FUNCTION:	IT & Systems
DEPARTMENT:	Information Systems	FLSA STATUS:	Exempt
REPORTS TO:	Global Business Applications ERP Mgr.	EFFECTIVE DATE:	10/02/25

JOB SUMMARY

Analyze and support the Enterprise Resource Planning (ERP) system requirements including database and reporting, testing standards, addressing relevant issues, and finding solutions. Provide escalated global user support and assist users in proper use of the system.

QUALIFICATIONS

Education/Experience

Bachelor's degree plus a minimum of five (5) years of experience working with ERP systems and SQL databases; or equivalent combination of education and experience.

ERP experience in one or more of the following areas within the manufacturing industry preferred: Distribution, Inventory Controls, Order Entry, Warehouse Management, and/or Manufacturing.

Knowledge/Skills/Abilities

System Analysis Skills. Solid knowledge of business information systems. Working knowledge of ERP business software applications, preferably Infor Visual. Familiarity with SQL Server and SSRS. Understanding of Quote to Cash process flows in manufacturing companies.

Core People Skills. Ability to positively interact and work collaboratively with a diverse group of people at all levels of the organization. Genuine with high ethical standards and values and personal integrity and honesty. Ability to apply a large measure of common sense to a variety of situations.

Communication Skills. Ability to speak clearly and persuasively in positive or negative situations, listen and obtain clarification, and respond well to questions. Proficiency in writing clearly and concisely and editing work for spelling and grammar. Ability to vary writing style to meet business needs. Ability to consult with stakeholders, explain technical details and provide exceptional customer service to users.

Computer/Applications Skills. Proficient computer skills using a variety of software applications systems. Working knowledge of Microsoft Office & SQL Server products. Experience with SQL, SQL Server, and SSRS writing and troubleshooting is preferred.

Core Business Skills. Ability to exercise sound judgement and discretion in handling proprietary and confidential information. Ability to work independently, without significant direction and to use resources effectively to "figure it out". Strong critical thinking skills, judgment and keen attention to detail and accuracy. Exceptional prioritization, time management and organizational skills. Ability to write routine reports and correspondence.

Professional Investment. Demonstrated commitment to one's own personal professional development and learning.

Travel. Ability to travel domestically and internationally up to 25%. Valid U.S. Passport and driver's license, or ability to obtain.



ESSENTIAL FUNCTIONS/RESPONSIBILITIES

1. Structure SELECT statements to query a SQL database and understand data flow through end-to-end process.
2. Assisting with Report Writing and troubleshooting.
3. Formulate ad-hoc SQL Queries.
4. Assist with development of new IS policies and procedures within Infor Visual ERP.
5. Monitor automated processes within Infor Visual ERP.
6. Develop and troubleshoot SQL Stored Procedures.
7. Provide escalated global user support and assist users in proper use of the system.
8. Promote positive employee and customer relations by supporting Pyrotek's commitment to a working environment of tolerance, acceptance and civility. Respond appropriately to inquiries, concerns and complaints by being professional, courteous and respectful at all times.
9. Maintain regular, consistent, reliable, punctual and predictable attendance, as required to achieve internal and external customer satisfaction.
10. Actively and positively participate in problem resolution, demonstrating constructive communication, timely response and effective resolution skills. Work effectively within team environments both within your department and across the organization.
11. Cooperate and comply fully with all Pyrotek policies and procedures. Actively support and follow the Pyrotek Safety Program.
12. Actively support compliance with all relevant ISO management system standards by maintaining electronic resources to comply with and support ISO document control systems and operational processes. Implement systems to control electronic waste.
13. Participate in company/department meetings, training activities, continuing education programs and other associated activities.
14. Consistently promote and communicate Pyrotek's core values through work performance and excellent customer service.
15. Perform other tasks as assigned.

PHYSICAL/SENSORY REQUIREMENTS

The following physical activities described here are representative of those required by a team member to perform the essential functions of this position. Reasonable accommodation, if feasible, will be made to enable individuals with disabilities to perform the functions of position.

Must be able to sit for long periods-of-time, bend and reach, use stairs, lift up to 25 pounds occasionally and communicate effectively in English by telephone, in person and in writing. Effectively use a personal computer, office equipment and telephone.

WORKING ENVIRONMENT

Generally, work within an office and manufacturing environment. While/if working remotely, must establish and maintain a dedicated, distraction-free home office environment that supports productivity and confidentiality, and must maintain reliable connectivity for business purposes. While working in a manufacturing environment, there may be exposure to fumes or airborne particles, varying temperatures, molten metal, a moderate level of noise, mechanical parts, and moving industrial vehicles. Personal Protective Equipment (PPE) such as approved footwear, respirators, and safety glasses/goggles, may be required.



Team Member's Signature

Date