CLASS TITLE: Business Systems Analyst

DEFINITION

Performs professional level work in the analysis, design, programming, testing, installation and maintenance of business applications. Special emphasis is placed on optimizing business processes and aligning supporting IT systems. This includes defining problems, analyzing and designing new procedures; implementing, installing, and testing new systems, documentation and training.

DISTINGUISHING CHARACTERISTICS

This is a single level class where employees within this class perform the full range of duties as assigned including serving as subject matter expert to District departments on various applications, performing routine application and database management, and providing training to application users. This class differs from the Information Technology series that are responsible for the technical aspects of system construction, modification and maintenance, whereas the Business Systems Analyst is responsible for the conceptual and operational aspect of adapting information systems to department needs and communicating those needs to Information Technology professionals. Employees at this level receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the work unit.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from assigned Director, manager and/or supervisor. May exercise technical and functional supervision over assigned technical and administrative support personnel.

EXAMPLES OF ESSENTIAL DUTIES: *the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.*

Serves as application subject matter expert; provides technical support to application and database users; assists with the development of best practices for application and database use.

Troubleshoots, identifies and resolves system issues; develops and executes system test plans to ensure application performance conforms to specifications.

Acts as a lead and primary resource between end-users, IT personnel and vendors in researching, analyzing, designing, configuring, testing and maintaining business information systems to ensure optimal system performance; may be assigned to individual divisions and/or departments.

Refines project requirements, scope, objectives, deliverables, acceptance criteria, constraints, assumptions and alternative solutions; creates work breakdown structures.

Interviews, analyzes and documents end user work processes and system requirements; develops or refines specifications; evaluates and tests vendor software packages for conformance with user requirements.

Identify, analyze, and design business process workflows that transcend functions to create tangible organizational efficiencies; implement optimal business solutions which support department/division key performance goals.

Identify, analyze, and design reports for tracking of organizational efficiency gains; implement optimum tracking mechanisms which support department/division key performance goals.

Develops project documentation and user training materials; trains end users and provides ongoing technical support with new applications and upgrades.

May plan, prioritize, and review the work of staff, develop schedules and methods to accomplish assignments, provide and coordinate staff training, and work with employees to correct deficiencies.

Builds and maintains positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:
Principles and practices of business process analysis, programming, testing, installation and maintenance of business applications. Process analysis, testing, troubleshooting and problem solving techniques. Principles of organizational behavior and change management. Principles and practices of project management and workflow analysis. Trends and current developments in technology as it relates to business functions and operations. Characteristics and principles of common computer equipment, operating systems and applications software. Principles and practices of good customer service. Principles and practices of worker safety. Principles and practices of technical and functional supervision and training. Current business system development practices and techniques in a Microsoft Windows environment.

Skill/Ability to:
Analyze and diagnose application problems and determine effective technological solutions. Assess end user, departmental, and organizational needs and recommend effective business process or system solutions. Analyze, develop, document and train effective operating procedures and methods targeted towards greater quality of work product and efficiency. Organize and manage multiple projects and priorities and perform a variety of work assignments effectively. Identify and design practical solutions to business processes that enable the organization to work smarter in achieving its mission. Partner with stakeholders and apply creative and critical thinking skills to accelerate the organization's evolution. Optimize business processes and aligning supporting IT systems. Create flow-charts and prepare complex technical

reports. Develop, understand and apply user requirements and system specifications in performing system evaluation, design and development. Prepare effective oral and written presentations. Create custom SQL queries and reports. Experience with CMMS and SCADA databases is desired. Effectively listen to staff and incorporate essential aspects of work flow in efficient work flow rollouts. Communicate clearly and concisely, both orally and in writing. Ability to maintain reliable attendance is a condition of employment, subject to applicable medical and disability leave laws. On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures. On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 25 pounds or less.

Experience and/or Education:
Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:
Three years of responsible business/solution systems analyses and/or application development experience from the perspective of an expert end-user and/or a system user interface experience.

Education:
Equivalent to a Bachelor's degree from an accredited college or university in business administration, computer science or a related field.

SPECIAL QUALIFICATIONS

License and Certificate:
Certification as an ECBA, CCBA or CBAP from the International Institute of Business Analysis (IIBA) is highly desired.

Possession of, or ability to obtain, a valid California driver's license at the time of appointment. Individuals who do not meet this requirement due to physical disability will be reviewed on a case-by-case basis.

_____   01/11/2018
Human Resources Authority   Date

Established: 08/18/2009
Revised: 01/11/2018
FLSA: Exempt
Unit: Non-Safety