

DATE: APRIL 2024
FLSA: NON-EXEMPT
SALARY: GRADE T
CBA DESIGNATION: CLASSIFIED BARGAINING UNIT

BUSINESS SYSTEMS ANALYST

BASIC FUNCTION

Serves as the liaison between the users of business and administrative applications and the technical resources within information technology; performs project lead duties in the development of software solutions to business processes throughout the life cycle of the project; develops both functional and semi-technical specifications and in conjunction with end- users, analyzes, troubleshoots, and researches software problems; sets up and maintains modules for assigned applications.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned area supervisor. May provide lead direction to staff, temporary staff and/or student workers.

CLASS CHARACTERISTICS

This classification is responsible for independently performing professional analytical duties in the evaluation of manual business processes and the development of technology solutions, exercising judgment and initiative in performing their assigned tasks; positions receive only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the department.

EXAMPLES OF TYPICAL JOB FUNCTIONS

1. Provides maintenance for assigned software functionality including, but not limited to, reviewing, analyzing, and testing patches, new features and processes; troubleshoots and determines corrective actions for those incidents and/or problems.
2. Manages or leads in the analysis, design, creation, modification, and administration of system tables, reports, forms, programs, and other elements contained within the administrative software, auxiliary, and academic systems of the District.
3. Maintains overall project timelines including discovery, programming, training, testing, and implementation, including responsibility for vendor management and project communication to stakeholders; manages tasks related to day-to-day project control for the District's information technology systems, including coordination with department and District personnel.
4. Collects business requirements and translates requirements into functional logic for use in business rules and design specifications; functions as subject matter expert in the business processes of assigned functional areas of the administrative systems including, but not limited to, internal/external workflows, political landscapes, state regulations, District policy and procedures etc., while maintaining general knowledge of other functional peer areas.
5. Conducts performance gap analysis and/or needs assessment to identify issues within department or workflow and creates documentation and/or provides training, as necessary; supports the MIS State Reporting process; creates and provides instruction, training materials, custom documentation, and procedures for use with the District's information technology systems; designs and develops automated training.
6. Establishes and maintains effective communication between assigned functional areas and department

personnel, infrastructure and systems, management, and District departments, ensuring representation of user interest; relays departmental concerns and issues to management for assistance, direction, and/or action.

7. Utilizes knowledge of programming languages to support data collection methods and reporting tools, relational database management systems, and central data dictionaries.
8. Participants in internal and external meetings as assigned; d; represents the District and presents at various external regional and national meetings as they pertain to information technology.
9. Develops additional skills, knowledge, and abilities through education, training, in-services, seminars, and conferences to maintain and enhance the level of knowledge and skills required to satisfactorily complete job assignments and to stay current with technology trends related to assigned areas of responsibility.
10. Participates in District-provided in-service training programs.
11. Performs other related duties as assigned; specific duties not listed does not exclude them for this classification if the work is similar or related.

QUALIFICATIONS

Knowledge of:

1. Multiple enterprise applications and their purpose within technology programs.
2. Basic understanding of relational databases, information systems design, and structured queries.
3. Operational characteristics and use of a diverse range of software.
4. Understanding of the multiple platforms used for software and system integration.
5. Methods and techniques of evaluating business needs and translating them into automated solutions.
6. Principles and practices of database development.
7. Methods and techniques of preparing workflow diagrams and software specifications.
8. Principles and practices of project management.
9. Research principles and practices.
10. Third party software vendors with products applicable to business operations.
11. Phases of an application development life cycle, including design, development, testing, performance assessment, project acceptance, and ongoing administration.
12. Methods and techniques of troubleshooting and diagnosing applications issues.
13. Problem solving techniques and training methods for technical and non-technical staff.
14. Principles and techniques of programming and application generation tools.

Ability to:

1. Plan, lead, and implement applications development projects.
2. Assess and evaluate business needs and work with clients to determine the most effective software solution.
3. Analyze complex user problems, evaluate alternatives, and devise efficient, cost effective, and/or user-friendly solutions.
4. Provide technical guidance and recommendations concerning application systems.
5. Communicate complex technology application issues clearly to non-technical parties, orally or in writing.
6. Prepare work and process flow diagrams and application specifications.
7. Work with third party software vendors and District staff to execute project tasks.
8. Coordinate the resources necessary for project advancement and progress including staff who work in different technology areas.

9. Prepare and generate a diverse range of reports.
10. Analyze reports and variations in data to determine its implications.
11. Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
12. Exercise independent judgment within general policy and procedural guidelines.
13. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
14. Communicate effectively in the course of performing work tasks.
15. Establish, maintain, and foster effective working relationships with those contacted in the course of work.
16. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
17. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

Education and Experience:

A bachelor's degree in computer science, business administration, or a related field and three (3) years of business systems analysis and project implementation experience; or an equivalent combination of education, training, and/or experience.

Licenses and Certifications:

None

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This classification primarily works in an office and standing in and walking between work areas is occasionally required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Employees in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset individuals in interpreting and enforcing departmental policies and procedures.