Business Systems Analyst

Summary

Perform a variety of professional level duties in the areas of analysis, design, development, implementation, maintenance, and support of software systems and applications to meet business needs; consult with departmental customers to identify and analyze business functions that can be improved by the implementation of new hardware and/or software solutions; translate business requirements into system deployments, including the development of design specifications; project management of new system implementation; configure enhancements to and maintain existing systems.

Class Characteristics

General direction is provided by a higher-level manager; responsibilities may include the direct or indirect supervision of lower level technical and/or administrative support staff. This is a journey-level classification and incumbents are expected to work independently and perform the full range of duties.

The Business Systems Analyst is distinguished from the Information Technology Technician in that the Business Systems Analyst describes positions with professional/analytical responsibilities where the primary duties include the analysis of business system needs, the evaluation of current systems, and the design of solutions to meet the identified business system needs. In contrast, the Information Technology Technician describes positions with responsibility for providing a broad range of routine and complex duties in support of specialized systems.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Duties:

Provide project management for modifications, interface programs, new systems, information systems, databases, and annual updates; develop project plans, timelines, and test scripts; prepare test data and lead testing efforts; evaluate test results and approve code changes for deployment into a production environment.

Assist department customers with the development, preparation, and evaluation of Requests for Proposals and contracts; gather functional and technical requirements; assist with vendor evaluation and selection; assist with the preparation of vendor agreements and staff reports; monitor contract compliance and maintenance agreements as assigned.

Review new technology to determine compatibility with existing systems; prepare data flow diagrams

and process flow analysis for current and new automation to ensure maximum system utilization and tasks assigned to correct work unit.

Develop detailed technical specification documents and requirements for complex system modifications and interfaces; identify and coordinate resolution of issues and required modifications on proposed solutions; make recommendations to ensure technical success; design documentation and workflow of new and existing system specifications for integration; coordinate requirements, priorities, and work between multiple vendors.

Administer application system access, permissions, and security; work with customers to classify and manage data, data integrity, confidentiality, and cybersecurity.

Evaluate customer business needs and recommend business processes or technology solutions.

Assist in the development of policies, procedures, and plans to maintain ongoing operations, data integrity, and cybersecurity.

Coordinate, review, and evaluate contracted vendor staff on application software projects including design and development, delivery schedules, issue resolution, and verification of results.

Develop and monitor project budgets for assigned systems.

Attend professional meetings and conferences to represent the department's needs and interests.

Generate or coordinate development of custom reports, diagrams, exhibits, maps, displays, and queries based on customers' needs and specifications; perform file extracts and queries; determine report specifications.

Perform and review daily, monthly, and annual jobs and reports associated with departmental applications.

Train and provide technical direction and support to customers on software, and/or custom applications; write procedures for utilizing software and applications.

Provide professional customer support for a variety of business systems, including vendor-supported systems and application updates.

Provide after-hours support as required; research, analyze, and resolve reported issues in a timely manner.

Perform related duties as assigned.

Skills/Abilities:
Review upcoming guidelines, best practices, policies, and legal requirements with relevance to different areas of government business systems; stay current on ongoing government topics related to IT.

Read, analyze, and interpret technical and numerical information; to reason logically, draw valid conclusions, take appropriate actions and/or make appropriate recommendations.

Write reports, define problems, collect data, establish facts, and draw valid conclusions.

Identify, analyze, evaluate, diagnose, and recommend solutions to system problems.

Present information and respond to questions from elected officials, employees, clients, customers, vendors, and the public.

Understand, interpret, explain, and comply with policies, procedures, and regulations, including data confidentiality and privacy restrictions.

Plan, organize, prioritize, and process work to ensure that established deadlines are met; prepare project plans and timelines.

Identify priorities in a rapidly changing environment; track multiple high priority tasks; communicate with customers on progress related to task/project completion.

Prepare and maintain documentation for procedures and processes related to area of assignment.

Identify and conceptualize customer information needs, workflow sequences, and data requirements; evaluate existing system capabilities relative to those needs; make recommendations as appropriate; implement system changes/adjustments.

Develop operational procedures and training documentation; coordinate and provide customer training.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Prepare and maintain documentation for system modifications.

Understand and apply applicable technology solution tools to automate manual processes.

Install, debug, and resolve software problems.

Prepare and monitor program budgets.

Communicate clearly and concisely, both orally and in writing.

Explain technical concepts in non-technical terminology.

Provide technical direction and training, oversee, and coordinate the work of lower-level staff.

Establish and maintain effective working relationships with those contacted in the course of work.

Physical Demands and Work Environment:
While performing the duties of this job, the employee is regularly required to sit at a desk for long periods of time; intermittently stand, bend, squat, climb, kneel, and twist while working on computer equipment, peripherals, and other ancillary equipment; climb ladders; climb under desks; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine

manipulation; use various hand tools and testing equipment in repair, adjustment, or problem identification of computers and related equipment; use telephone; write or use a keyboard to communicate through written means; and may infrequently lift or carry weight of up to 40 pounds. The employee may occasionally work with the use of a vehicle. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Requires the ability to work in an office environment where the noise level is usually moderate.

Qualifications
Knowledge of:
Operations, services, and activities of an information system program, components, and architecture including computer operating systems, networks, and databases.

Principles and practices related to Application System Life Cycle, including application software selection, implementation, and support best practices.

Principles and practices related to project management, project budgets, and vendor management.

Application system software design, system application purposes, database configurations, and process workflows; systems analysis, operations, and modification.

Diagnosing and troubleshooting application systems.

Local government business systems.

Customer service principles, practices, operations, and procedures.

Principles, practices, and techniques of change management theory.

Analytical research techniques.

Technical and business writing, report generation, and automation theories.

Training, procedure development, and documentation.

Software testing methodologies.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Pertinent federal, state, and local laws, codes, and regulations.

Education and Experience
Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education:
A Bachelor's degree from an accredited college or university with major course work in information systems, information technology, computer science, or a related field.

Experience:

Two years of professional information technology experience in systems administration, analysis, development, and project management related to networked and cloud-based systems.

Substitution:

Additional years of relevant experience may substitute for the required education on a year for year basis.

Certifications/Licenses:

Project Management or Business Systems Analysis certification(s) is desirable.

Possession of a valid California Class C driver's license.

Additional Requirement:

Must be willing to work outside normal working hours when necessary.

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