Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job.

Job title	Business Systems Analyst I/II

GENERAL PURPOSE

Under general supervision (Business Systems Analyst I) or direction (Business Systems Analyst II), performs a diverse range of analytical and coordinative duties in the development of technology solutions for optimizing District business processes; serves as primary client interface in evaluating the business process and recommending solutions; conducts feasibility studies to identify most cost-effective and efficient solutions; provides ongoing professional support to assigned business system modules; collaborates with internal staff or external third-party software vendors in project design and implementation; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Business Systems Analyst I: This is the entry-level classification in the Business Systems Analyst series. Initially under close supervision, incumbents learn the operational aspects of multiple District departments to consult with them on developing solutions to automate, enhance, or optimize business processes. As experience is gained, assignments become more varied, complex, and difficult; close supervision and frequent review of work lessen as an incumbent demonstrates skill to perform the work independently. Positions at this level usually perform most of the duties required of the positions at the Business Systems Analyst II level but are not expected to function at the same skill level and usually exercise less independent discretion and judgment in matters related to work procedures and methods. Work is usually supervised while in progress and fits an established structure or pattern. Exceptions or changes in procedures are explained in detail as they arise.

Business Systems Analyst II: This is the fully qualified journey-level classification in the Business Systems Analyst series responsible for performing the full range of tasks associated with business systems analysis and technology solution development, working independently, and exercising judgment and initiative, providing guidance regarding project decisions, outcomes, and task prioritization; evaluates and recommends solutions advising and guiding; may serve as a project lead. Positions 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. This class is distinguished from the Senior Business Systems Engineer in that the latter performs the more complex work assigned to the series, serves in a project lead

capacity on an ongoing basis, and/or provides technical or functional direction over lower-level staff.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision (Business Systems Analyst I) to direction (Business Systems Analyst II) from assigned supervisory or management personnel. Exercises no direct supervision over staff.

TYPICAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.

Positions at the Business Systems Analyst I level may perform some of these duties and responsibilities in a learning capacity.

➢ Performs a diverse range of analytical and coordinative duties in the development of technology solutions for optimizing District business processes; individually or as a team member, works on and is responsible for applications development, conversion, installation, and/or maintenance tasks.

➢ Plans, organizes, and defines requirements, methods, and end-user objectives; coordinates activities with team members, other Information Systems staff, user representatives, and outside vendors.

➢ Interviews, analyzes, and documents end-user work processes and systems requirements for current system enhancements, or new systems development; writes technical requirements; develops or refines system specifications; evaluates and tests vendor software packages for conformance with District user requirements and priorities.

➢ Translates system specifications into logical processes to prepare detailed system design or enhancements; analyzes and evaluates program code to identify appropriate modification and enhancement requirements; using applicable programming languages, writes and edits program code for applications or enhancements; develops new tables as needed.

➢ Develops and executes system test plans to ensure application performance conforms to specifications; modifies programs to correct errors and optimize system performance and cost effectiveness.

➢ Receives requests directly or through help-desk system; evaluates request and determines course of action; diagnoses and resolves issue or refers to appropriate resources.

➢ Provides ongoing support to specialized programs; responds to operational support issues and documents solutions; monitors vendor performance on specific tasks; generates client reports.

➢ Implements and maintains database files; generates reports and data runs; designs screens, utility programs, and menus; develops software and procedures documentation, and user training materials; trains and works with users in implementing new applications or systems enhancements.

➢ Develops test-strategy documents; identifies project and test scope, environment, methods, interfaces, release control, and risk analysis; executes test scenarios; tests interfaces for integration with other systems; assists end users to facilitate validation and acceptance testing; provides testing reports to project managers and business sponsors.

➢ Provides ongoing professional support to business system modules; uploads and imports/exports data; creates custom reports; assists with month end closing.

➢ Performs and implements systems maintenance and software upgrades and conversions, making program modifications as necessary to meet user requirements; researches patches for new enhancements and tests prior to deployment in production.

➢ Provides training and ongoing user support to ensure staff can work effectively; assists users in data loading tools, and in resolving printing and export issues.

➢ Conducts research and stays current on new trends and innovative solutions for software solutions to business processes; recommends new technologies which would improve the District's operational effectiveness or client services.

➢ Observes and complies with all District and mandated safety rules, regulations, and protocols.

➢ Performs related duties as assigned.

REQUIRED QUALIFICATIONS

Positions at the Business Systems Analyst I level may exercise some of these knowledge and abilities statements in a learning capacity.

Knowledge of:

- ➢ Operational relationships between application development, database management, and components of technology infrastructure.
- ➢ Methods and techniques of eliciting information from business case owners to identify and analyze business processes.
- ➢ Methods and techniques of transforming business processes into software solutions.
- ➢ Techniques for developing project specifications and documentations.
- ➢ Methods and techniques of evaluating third-party software for modification to customized application specifications.
- ➢ Methods and techniques of troubleshooting, diagnosing, and resolving applications performance or reliability issues.
- ➢ Principles and practices of developing and maintaining technical documentation, files, and records.
- ➢ Computer programming principles, techniques, and procedures for business and technical system applications.
- ➢ Design principles and systems development methodologies to ensure efficient operation and maintenance.
- ➢ Standard programming languages and utilities similar to those used by the District.
- ➢ Standard software development tools and utilities.
- ➢ Accounting, statistical, business, and office procedures commonly supported by system applications.
- ➢ Change management principles and practices.
- ➢ District and mandated safety rules, regulations, and protocols.
- ➢ Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- ➢ The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- ➢ Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- ➢ Work collaboratively with department clients to identify technology solutions to business process efficiencies.
- ➢ Provide professional support in the delivery of technology solutions.

➢ Research, identify, and recommend cost-effective technology solutions to business process improvements and efficiencies by preparing feasibility studies and cost-benefit analyses.

➢ Document process work flows and prepare project technical documentation.

➢ Conduct comprehensive research on a diverse range of technology topics.

➢ Analyze proposals and provide recommendations on the technical aspects of vendor submissions.

➢ Evaluate the effectiveness of new technology in meeting the needs of the client.

➢ Plan and conduct user training.

➢ Understand and apply user systems specifications in performing systems evaluation, design, and programming.

➢ Complete project responsibilities and assignments efficiently and in accordance with District quality standards.

➢ Prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials.

➢ Understand, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.

➢ Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.

➢ Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.

➢ Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

➢ Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.

➢ Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience:
Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:

➢ Business Systems Analyst I: Two (2) years of experience providing professional analytical support to business-process automation projects.

➢ Business Systems Analyst II: Four (4) years of progressively responsible experience providing professional analytical support to business-process automation projects, or two (2) years as a Business Systems Analyst I with the District.

Education:

➢ Business Systems Analyst I/II: Equivalent to a bachelor's degree from an accredited college or university with major coursework in information technology, computer science, business administration, accounting, or a closely related field.

Licenses/Certifications:

➢ A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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; to operate a motor vehicle and visit various District sites; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions 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 25 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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 staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

FLEX REQUIREMENTS

Positions in the Business Systems Analyst class series are flexibly staffed; positions at the Business Systems Analyst II level are normally filled by advancement from the Business Systems Analyst I level; progression to the Business Systems Analyst II level is dependent on (i) management affirmation that the position is performing the full range of duties assigned to the classification; (ii) satisfactory work performance; (iii) the incumbent meeting the minimum qualifications for the classification including any licenses and certifications; and (iv) management approval for progression to the Business Systems Analyst II level.

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

Approved by:	*Board of Director*
Date adopted:	*March 29, 2020*
Date modified:	
FLSA determination:	*Exempt*

Job Description Acknowledgment

I have received, reviewed, and fully understand the job description for Business Systems Analyst I/II. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Employee Name (print): _____ *Date:* _____

Employee Number: _____

Employee Signature: _____