JOB DESCRIPTION
Business Systems Analyst I (Flex)
Business Systems Analyst II
Code Number: 10019, 10006

GENERAL PURPOSE

Under direction, individually or as a member of a project team, identifies end user system requirements and evaluates software packages; designs, codes, tests and documents software applications; trains and assists end users in implementing new applications; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A Business Systems Analyst I is the entry level class in the Business Systems Analyst series and is distinguished from a Business Systems Analyst II in that incumbents in the latter class typically work with a greater degree of independence on larger, more complex systems with District-wide or multi-department impact. As experience is gained, duties become more diversified and are performed under direction. This class is alternately staffed with Business Systems Analyst II, and incumbents may advance to the higher level after gaining experience and demonstrating proficiency which meet the qualifications of the higher level.

Business Systems Analysts II is the experienced/journey level class in the Business Systems Analyst series and incumbents may either work alone or as a member of an applications project team, and performs applications design, programming, testing and implementation of computer application software packages and program modifications and enhancements to meet District requirements for effective and efficiently designed information systems. Work is typically assigned by the manager or applications project lead. Supervision of work assigned varies from limited to moderate, depending on the size, scope and complexity of the application/modification being developed and the individual analyst's experience.

A Business Systems Analyst II is further distinguished from a Senior Business Systems Analyst in that incumbents in the latter class typically work with a significant degree of independence on larger, more complex systems with District-wide or multi-department
impact. Additionally, the Senior Business Systems Analyst serves as an applications lead, overseeing and participating in the overall implementation of application tasks.

**ESSENTIAL 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 class.*

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.

May lead smaller projects where much of the work is performed by the individual; applies IT project management methodology.

Interviews, analyzes and documents end user work processes and systems 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 designs 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; with guidance from the Database Administrator, develops database designs and locations when required for the application.

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.

Follows the change management process, and performs all necessary technical and project management duties needed to bring applications on-line within acceptable time period and budgeted amounts.

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

Performs and implements systems maintenance and software upgrades and conversions, making program modifications as necessary to meet user requirements.

Troubleshoots system problems and develops reports to identify the source of problems and perform or request fixes or repairs.

May occasionally provide backup for computer operations staff.

**In the role of Project Leader:**

Works on or assigns team members to work on information technology projects including hardware, software, and network components; oversees and participates in the overall implementation of projects.

Leads a project team, oversees and participates in project management process groups of initiating, planning, executing, monitoring and controlling, and closing.

Determines high-level project requirements, business needs, purpose or justification; and identifies stakeholders and functional area participation.

Refines project requirements, scope, objectives, deliverables, acceptance criteria, constraints, assumptions and alternative solutions; creates work breakdown structures and/or network diagrams; performs definition, sequencing, resource estimating, and duration estimating of project activities for overall schedule development; estimates activity costs and overall project budget; develops quality plans; identifies and documents project roles and responsibilities; determines information and communication needs of stakeholders; identifies risks and performs risk analysis and response planning; plans purchases, acquisitions and contracting services.

Performs activities to accomplish project objectives, collects project data and reports cost, schedule, technical and quality progress, and status information; ensures quality assurance; acquires and develops project team; makes needed information available to stakeholders; obtains and reviews quotations, bids, offers or proposals from sellers.

Collects, measures, and disseminates performance information; assesses measurements and trends for process improvements; reviews, approves and controls changes to deliverables; verifies and controls scope, schedule, costs, quality and risks; manages communications with stakeholders to satisfy requirements and resolve issues; performs contract administration.
Closes out all project activities, analyzes project success or failure, gathers lessons learned; monitors early operations and captures issues and archives project information for future use.

Performs related duties as assigned.

**DESIRED MINIMUM QUALIFICATIONS**

**Knowledge of:**

Computer programming principles, techniques and procedures for business and technical system applications, including design principles and systems development methodologies to ensure efficient systems operation and maintenance; standard programming languages and utilities similar to those used by the District; standard software development tools and utilities; principles, methods and techniques in the design and operation of information systems for standard computer platforms and peripherals, functions, capabilities, characteristics, and limitations of standard computer, PCs and related equipment; accounting, statistical, business and office procedures commonly supported by system applications; thorough knowledge of the Systems Development Life Cycle, Change Management practices, systems testing practices, and project management skills.

**Ability to:**

Understand and apply user systems specifications in performing systems evaluation, design and programming; complete project responsibilities and programming assignments efficiently and in accordance with District quality standards; organize and plan applications development projects; prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials; make sound independent decisions within established guidelines; understand and follow written and oral work instructions; communicate clearly and concisely, orally and in writing; work collaboratively and effectively as a project team member; establish and maintain effective working relationships with end users, vendors and others encountered in the course of work.

**Training and Experience:**
A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from an accredited college or university with a bachelor’s degree in business information systems, or a closely related field; and one year of progressively responsible experience in applications analysis and programming; or an equivalent combination of training and experience.

Business Systems Analyst I may be considered for advancement to Business Systems Analyst II after demonstrating proficiency to perform the full range of duties of the latter class.

Typically, a Business Systems Analyst I is expected to be capable of meeting the proficiency criteria within a 12 month period, depending on an individual’s prior experience and progression in performing the full range of Business Systems Analyst duties as described in the established proficiency criteria.

PHYSICAL AND MENTAL DEMANDS

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

Physical Demands

While performing the duties of this class, employees are regularly required to sit; talk and hear, in person and by telephone; use hands repetitively to finger, handle, feel or operate standard office equipment; and reach with hands or arms. Employees are frequently required to walk and stand.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

Mental Demands

While performing the duties of this class, employees are regularly required to use oral and written communication skills; read and interpret data, information and documents; analyze and solve problems; use mathematical reasoning; learn and apply new skills and information; perform highly detailed work on multiple concurrent tasks; work under changing deadlines with frequent interruptions; work
effectively as a team member; and interact with District end users, employees, vendors and other encountered in the course of work.

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 under typical office conditions, and the noise level is moderately noisy at times.
FLEX REQUIREMENTS
Business Systems Analyst I (Flex)
Business Systems Analyst II

LENGTH OF TIME REQUIRED

A Business Systems Analyst I may advance or “flex” to the Business Systems Analyst II class after 12 months of experience in the Business Systems Analyst I class.

PERFORMANCE RATING

The incumbents must receive an overall performance rating of “good” or better on their most recent annual performance evaluation in order to flex to the higher class.

COMMENTS

The Business Systems Analyst I must also demonstrate proficiency to perform the full range of duties as described in the Business Systems Analyst I/II job description.