Business Systems Analyst II

DEFINITION

Under general supervision performs difficult and responsible technical and administrative support activities related to the operation, implementation, and maintenance of the District's integrated business information system; performs related duties as assigned. Incumbents in the Business System Analyst II class assist District staff in the most effective use of the District's business information system, define user service needs and requirements, prepare documentation of system operating procedures and train staff in their use, and may provide technical and functional direction to other staff as necessary; performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the journey-level class in the Business System Analyst classification series. This classification should have expertise in at least one business functional area such as; utilities, operations and maintenance, human resources and payroll. This position is distinguished from the Business System Analyst I by the performance of more complex, analytical and complicated, tasks and duties assigned to positions within the series.

EXAMPLES OF DUTIES - Duties may include, but are not limited to, the following:

Participates in analyzing and developing business process designs in collaboration with District work units to define requirements, documents work flow, and recommend improvements related to business processes and technology.

Provide periodic standard status reports utilizing the reporting structure of the business information system

Develops specialized reports and graphic representations as needed in support of District activities, programs, and goals; provides reports and statistical data for management's use in administering budgets and controlling costs.

Identifies training needs, develops training materials and documentation; trains District personnel in the operation, use and capabilities of the business information system.

Develops and maintains business information system and user documentation and procedures; participates in the development and recommendation of related policies and procedures.

Responds to inquiries and requests and provides technical assistance to users of the business information system; assesses user requirements and assists in designing solutions.

Identifies problems and troubleshoots; uses the business information system to maintain records of problems, solutions, and resources used.

Assists in the design, configuration, and maintenance of business information system procedures, planning and monitoring tools, and reports.

Assists in installation and testing of new application software and upgrades.

Develops and maintains standards and consults with others to verify data accuracy and data standards.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:
- Theories and applications of computer science
- Methods and techniques used in the installation, trouble shooting and maintenance of software applications
- Methods of system analysis
- Principles and practices of business information systems
- Techniques of business office procedure development
- Techniques used in gathering, retrieving, and reporting data
- Practices and techniques of training and instruction
- Personal computer software such as spreadsheets, word processing, and graphics applications
- Proper English usage, spelling, grammar, and punctuation
- Policies and techniques for effective communication and customer service
- Safety practices and procedures related to work

Ability to:

- Provide technical support for implementation and maintenance of business information system tools
- Respond to and identify user needs and help determine solutions
- Design, documentation, and improvement of business processes;
- Design and develop system and user documentation and procedures
- Develop and establish objective performance measures and standards
- Analyze and assess the technological needs of business information system users and make appropriate recommendations
- Troubleshoot, diagnose, and solve problems for system users and detect and identify the cause of errors in data integrity
- Develop effective training/reference materials and provide instruction to system users
- Communicate effectively, clearly and concisely, both orally and in writing;
- Prepare clear and complete reports and correspondence;
- Establish and maintain effective working relationships with those contacted in the course of work.

Training and Experience: Any combination of experience and training that would likely provide the required knowledge and abilities are qualifying. A typical way to obtain the knowledge and abilities would be:

- Graduation from college with a four-year degree in computer science or related field; and,
- Three years of increasingly responsible experience providing support of computer applications and end users.
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- Graduation from college with a two-year degree in computer science or related field; and,
- Four years of increasingly responsible experience providing support of computer applications and end users.

OTHER REQUIREMENTS
- Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100 "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law." (Ref: California Government Code, Title 1, Division 4, Chapter 8, Sections 3100- 3109);
- Possession of a valid California's driver's license issued by the State department of Motor Vehicles
- Satisfactory driving record
- Ability to lift equipment weighing up to 30 pounds
- May be required to work on-call (after regular business hours) as the operation requires

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT
The job requires incumbents to:

- Stand, walk, bend at neck and waists, twist at neck and waist, use repetitive hand movement, use simple and power grasping with both hands, use fine manipulation of both hands and fingers, and lift and carry short distances objects such as reams of copier paper, office supplies, files, books and other package up to 10 to 25 pounds at a height of four feet and carries a distance of up to 100 feet.
- Sit enter and retrieve data from personal computers and terminals via keyboards, and is often performed while sitting for extended periods of time.
- Frequently operate office equipment requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously.
- Possess specific vision abilities required by this job include close vision, color vision, and ability to adjust focus.
- Possess the ability to sort, separate, and arrange material in a prescribed manner and may also require the ability to differentiate between colors when using color-coded forms or files.

- The noise level in the work environment is usually quiet.

Established: July, 2003
Revised: June 2017
Approved by: General Manager
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