



Business Systems Analyst I

DEFINITION

Under direct supervision, performs technical and administrative support activities related to the operation, implementation, and maintenance of the District's integrated business information system; assists District staff in the most effective use of the District's business information system and resolves operational and technical problems. Incumbents assist in defining user service needs and requirements, preparing documentation of system operating procedures and training staff in their use of system operation; and perform related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the entry level class in the Business Systems Analyst classification series. This classification is distinguished from the Business Systems Analyst II by the performance of the more routine tasks and duties including support activities for the least complex system processes and technical problems.

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; (iv) the incumbent satisfactorily meeting the internal promotional criteria; and (v) management approval for progression to the Business Systems Analyst II level.

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

Assists system users in resolving routine operational and/or technical problems; responds to inquiries and requests and provides technical assistance to users.

Documents and assists in assessing user requirements and in designing solutions; identifies problems and provides trouble-shooting assistance.

Assists and participates in analyzing and developing business process designs in collaboration with District work units to define requirements, document workflow, and recommend improvements related to business processes and technology.

Provides periodic standard status reports utilizing the reporting structure of the business information system; produces reports and statistical data for management's use in administering budgets and controlling costs.

Assists and participates in developing specialized reports and graphic representations as needed in support of District activities, programs, and goals.

Assists and participates in identifying training needs, developing training materials and documentation, and training District personnel in the operation, use and capabilities of the business information system.

Maintains business information system and user documentation and procedures and maintain records of problems, solutions, and resources used.

Assists in the development and recommendation of related policies and procedures.

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.

Assists in developing and maintaining standards and consults with others to verify data accuracy and data standards.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Basic theories and applications of computer science;
- Basic methods and techniques used in the installation, trouble shooting and maintenance of software applications;
- Basic methods of system analysis;
- Basic principles and practices of business information systems;
- Techniques of business office procedure development;
- Techniques used in gathering, retrieving, and reporting data;
- Basic 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; and
- 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;
- Assist in the design, documentation, and improvement of business processes;

- Assist in developing user documentation and procedures;
- Learn to analyze and assess the technological needs of business information system users and make appropriate recommendations;
- Learn to 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 clearly and concisely, both orally and in writing;
- Prepare clear and complete reports and correspondence; and
- 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 business information systems or related field; and one year of experience providing technical support of computer software and software systems;
- or
- Graduation from college with a two year degree in business information systems or related field; and two years of experience providing technical support of computer software and software systems.

INTERNAL PROMOTIONAL CRITERIA:

For non-competitive internal promotional criteria, please refer to the Flex Criteria Matrix for the applicable classification series.

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: August 2014

Revised: June 2017, November 2021

Approved by: General Manager
Board of Directors