ASSISTANT BUSINESS SYSTEMS ANALYST

Reports to: Assigned Administrator or Dean

Dept:	Various	**Range:**	25
FLSA:	Exempt	**EEO:**	Professional

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

BASIC FUNCTION:

Under general supervision, assist in the evaluation, design, development, testing, documentation and maintenance of assigned applications in the College's enterprise systems; provide technical support to users on the operations and uses of applications; write queries to produce a variety of data and custom reports to meet user needs; and perform related duties as assigned.

ESSENTIAL DUTIES & 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.

1. Exhibit an equity-minded focus, responsiveness, and sensitivity to and understanding of the diverse academic, socioeconomic, cultural, gender identity, sexual orientation, and ethnic backgrounds of community college students, and employees, including those with physical or learning disabilities, and successfully foster and support an inclusive educational and employment environment.

2. Work with users, Business Systems Analysts and others to define, document and analyze business requirements and processes and recommend effective technology solutions; work closely with users to define and analyze business and operational problems and develop procedural and reporting changes to complement technology solutions.

3. Write and/or participate in preparing user documentation, written procedures, training guides, manuals and materials on system functionalities and operations for users and support staff; create test scripts and work with users on acceptance testing of application software and interfaces to ensure appropriate functionality, efficient performance, data integrity and effective interfaces with other applications; work with Business Systems Analysts and Application Developers to analyze problems identified during testing and develop required system fixes, changes or corrections.

4. Participate in providing training to end users on the use of applications; meet with users to provide information on system changes and address questions or issues; conduct or coordinate training sessions; train users on system operations and setup and execution of

specific processes; evaluate training programs to ensure their effectiveness in meeting goals and objectives.

5. Create and modify queries and design custom reports and reporting tools to meet user data and reporting needs.

6. Analyze, troubleshoot and resolve applications problems and errors; ensure system work-flows are operating correctly; troubleshoot workflow problems and operating bottlenecks; take action or refer more complex problems to Business System Analysts and others for analysis and resolution; answer technical questions and provide guidance to users on system functionalities and methods for correcting problems.

7. Participate in evaluating potential software solutions including off-the-shelf and open-source components and system architectures to ensure district business requirements are met; interact with vendors and attend vendor training as needed.

8. Assist user teams with special projects such as system upgrades and system implementa-tions; under guidance, evaluate and make recommendations on requests for software enhancements; participate in translating user expectations into technical specifications for enhancements and customizations; consult with other district staff on proposed business process changes.

9. Provide support on MIS/state/federal reporting requirements by assembling information, verifying accuracy, inputting and/or overseeing the input of information into various system databases and staying current with new requirements; if new requirements are needed, ensure all technology is updated accordingly.

OTHER DUTIES:

1. May act as project lead for small to medium-sized projects.

2. Participate in various project team activities, tasks and meetings.

3. Attend and participate in professional group meetings; stay abreast of current trends and innovations in the field of information systems.

4. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

1. System design theory, concepts and principles including data management and administra-tion and development concepts.

2. Standard business process and systems analysis methods and procedures.

3. Methods and practices for conducting unit and system testing including creation of test cases.

4. Methodologies for developing program and user documentation and training materials.

5. Methods and techniques for troubleshooting and determining the causes of applications problems and errors.

6. Methods and procedures for writing queries using standard query languages.

7. Functionality of the district's enterprise business system and interrelationships among campus departmental systems.

8. Practices and techniques of training and instruction as applicable to computer software and applications.

9. Functions, capabilities, characteristics and limitations of standard computer platforms and devices.

10. Operational characteristics of various computer software packages.

11. Safety policies and safe work practices applicable to the work.

12. Written and oral communication skills including correct English usage, grammar, spelling, punctuation and vocabulary.

13. Applicable federal, state and local laws and regulations applicable to the work.

ABILITY TO:

1. Learn quickly, understand and apply user business processes and requirements to consult effectively with managers and users.

2. Perform business process analyses and reach sound, logical conclusions regarding essential user needs and business requirements.

3. Participate in facilitating user meetings to negotiate understanding and build consensus agreements.

4. Troubleshoot, diagnose and resolve applications problems.

5. Organize and set priorities to complete project responsibilities efficiently and effectively.

6. Work effectively and collaboratively in a team environment, either as a team member or team leader.

7. Read, interpret, explain and apply detailed and often complex technical information on systems processes and interdependencies for technical and non-technical audiences.

8. Develop end-user manuals.

9. Communicate effectively, both orally and in writing.

10. Understand and follow written and oral instructions.

11. Operate a computer and standard business software.

12. Demonstrate sensitivity to and understanding of diverse academic, socioeconomic, cultural, ethnic and disability issues.

13. Establish and maintain effective working relationships with all those encountered in the course of work.

14. Work confidentially with discretion.

EDUCATION AND EXPERIENCE:

Graduation from an accredited four-year college or university with a bachelor's degree in management information systems, computer science, business administration or a related field, and one year of related work experience; OR

Graduation from an associate degree program and two years of progressively responsible experience involving information systems analyses, troubleshooting complex software applications, developing recommendations for systems improvement, or participating in system implementations; OR

An equivalent combination of training and experience.

LICENSES AND OTHER REQUIREMENTS:

A valid California driver's license and the ability to maintain insurability under the district's vehicle insurance program.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES:

May serve as project manager for assigned small to medium-sized projects.

CONTACTS:

Department Vice Presidents, Deans, department managers and staff, Academic Information Services staff, students, faculty, vendors and the general public.

PHYSICAL EFFORT:

The physical efforts 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.

Primarily sedentary with intermittent standing, walking, bending and stooping; occasional light lifting and carrying of objects weighing up to 25 pounds; ability to travel to a variety of locations on and off campus as needed to conduct district business.

EMOTIONAL EFFORT:

Ability to develop and maintain effective working relationships involving interactions and communications personally, by phone and in writing with a variety of individuals and/or groups from diverse backgrounds on a regular, ongoing basis; ability to work effectively under pressure on a variety of tasks concurrently while meeting established deadlines and changing priorities.

WORKING CONDITIONS:

Primarily business office environment; subject to frequent interruptions; intermittent exposure to individuals acting in a disagreeable fashion; may work at any district location or authorized facility with occasional evenings and/or weekends on an as-needed basis. Occasional local travel may be requested.