BUSINESS SYSTEMS ANALYST

Reports to: Assigned Administrator or Dean

Dept:	Various	**Range:**	30
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, perform difficult to complex business and systems analyses of current business practices, processes and work flows in assigned business areas and recommend modifications or new processes to facilitate integration with designated enterprise system module processes; develop testing and implementation plans for new systems, system enhancements and upgrades; review projects following implementation to ensure compliance with specifications; collaborate with deans, administrators and staff on system and operational improvements and third-party system integrations and facilitate business improvements for a department; 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. Analyze business requirements, select effective solutions and coordinate with other Business Systems Analysts, Applications Developers and management teams to ensure system integrity and efficient and effective systems operations; work closely with users to define and analyze business and operational problems; perform a variety of advanced analytical, internal consulting and project leadership/oversight duties to enable multiple stakeholders in the district to achieve business, administrative and academic objectives efficiently and effectively.

2. Perform complex cross-departmental functional analyses including mapping, setup, system modeling, testing and troubleshooting of systems to recommend implementation practices; perform complex functional analyses of third-party computer applications, reporting functions, assessment, scanning and other testing; develop procedures and user manuals to maintain consistency of computer use throughout the district.

3. Act as liaison between business users in assigned departments and Academic Information Systems (AIS) technical staff in the development, implementation and enhancement of designated enterprise system modules; lead and facilitate the analysis of assigned area's business processes, practices and work/data flows for improvements and to ensure effective

operations using enterprise system processes; identify integration points between modules from a data flow, business process and applications perspective.

4. In cooperation with AIS, coordinate all assigned systems testing of module patches, fixes and updates in the test database to ensure proper functioning of the revised system and proper integration with remaining systems; participate in functional end-user testing and check system integrity and integration prior to release to the production environment.

5. Evaluate 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.

6. Analyze, test and model the results of system setup to determine appropriate functionality, performance, data integrity and third-party software interface connections; make recommendations for system changes/corrections as necessary.

7. Assist user teams with special projects such as system upgrades and system implementations; evaluate requests for software enhancements; provide guidance to end users on application use and operating parameters; translate user expectations into technical specifications for enhancements and customizations; consult with other district staff on business process changes; research these changes for potential problems and develop and implement solutions.

8. Provide training to end users on the use of applications; meet with users to provide information on system changes and address questions or issues; instruct users on setup and execution of specific processes; design and develop training materials; conduct or coordinate training sessions; evaluate training programs to ensure their effectiveness in meeting goals and objectives.

9. Using advanced reporting tools, analyze, design and write specialized queries and custom reports to generate required data and reports on a periodic or ad hoc basis.

10. Support of 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, ensuring all technology is updated accordingly.

When Assigned to Instructional Services division:
Incumbent is responsible for course catalog development which includes working collaboratively with administrators, faculty, staff and others to complete course catalog database development processes and integrating data in a variety of systems while using college course management software programs and system processing procedures, codes, and data elements used to build and maintain the master course catalog, at a highly detailed functional user level.

OTHER DUTIES:

1. Assist AIS technical staff with debugging SQR and SQL code and independently develop solution recommendations.

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

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

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

5. Configure and maintain online curriculum management database/web application or other outside module sub-system as needed.

6. Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

1. Principles, practices and methods of business process and systems analysis, including business modeling using data and process flow diagrams.

2. System design theory, concepts and principles including data management and administration and development concepts.

3. Methodologies for developing program and user documentation.

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

5. Systems integration and business process reengineering concepts.

6. Project management tools and techniques.

7. Interrelationships of campus departments and their interrelated information systems.

8. Functionality of the district's enterprise business system.

9. Practices and techniques of training and instruction, particularly as related to computer software and applications, and development of user training materials.

10. Personal computer hardware and software components.

11. Operational characteristics of various computer programs and software packages.

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

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

ABILITY TO:

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

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

3. Facilitate and lead user meetings, negotiate understanding and build consensus agreements.

4. Define the scope and objectives for initiatives and projects, estimate resource needs and track and manage tasks for implementation.

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

6. Identify information management issues and opportunities, analyze problems and alternatives and develop sound recommendations.

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

8. Analyze software setups accurately and adopt effective courses of action.

9. Develop end-user manuals.

10. Communicate effectively, both orally and in writing.

11. Understand and follow written and oral instructions.

12. Operate a computer and standard business software.

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

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

15. Work confidentially with discretion.

EDUCATION AND EXPERIENCE:

Graduation from an accredited four-year college or university with a bachelor's degree in business administration, management information systems or a related field, and four years of progressively responsible professional experience in advising clients on technology solutions, conducting business process analyses and performing basic project oversight responsibilities; or an equivalent combination of training and experience. Experience in an academic setting is preferred.

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:

Project manager responsibilities.

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.