

BUSINESS SYSTEMS ANALYST I
BUSINESS SYSTEMS ANALYST II

DEFINITION

Depending on assignment, to perform professional level work in support of the development, maintenance and implementation of best practices, policies and procedures related to technology initiatives and projects; and/or to perform project management support involving the analysis, design, programming, testing, procurement, installation, troubleshooting, enhancement and maintenance of business applications systems and databases. Positions will be assigned a functional area. Periodically employees may be temporarily assigned duties of other functional areas or rotated based on operational needs.

DISTINGUISHING CHARACTERISTICS

Business Systems Analyst I – This is the entry level class in the Business Systems Analyst series. This class is distinguished from the journey level by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under general supervision while learning job tasks.

Business Systems Analyst II– This is the journey level class within the Business Systems Analyst series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

This class is distinguished from the Senior Business Systems Analyst in that latter performs the most difficult and responsible types of duties assigned to classes within this series including assigned responsibilities for major project and program areas and exercising technical and functional supervision.

SUPERVISION RECEIVED AND EXERCISED

Business Systems Analyst I

Receives general supervision from an Information Technology Program Manager and may receive technical and functional supervision from a Senior Business Systems Analyst.

May exercise technical and functional supervision over technical and administrative support personnel.

Business Systems Analyst II

Receives direction from an Information Technology Program Manager and may receive technical and functional supervision from a Senior Business Systems Analyst.

May exercise technical and functional supervision over lower level professional, technical and administrative support personnel.

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

All Functional Areas:

Provide project management; develop project plans and detailed project objectives; develop and guide project timelines; assess and manage risks and issues; develop and manage project budgets.

Coordinate the implementation of the system software, including conversion of data to new systems; work with application support personnel to resolve system problems.

Assist departments in defining requirements for proposed business applications; review, analyze and evaluate business applications and user needs; translate business objectives into application requirements.

Develop and participate in the development of Requests for Proposal, Quotes, or Information; participate in the selection and oversight of consultants and vendors; assist with the negotiation of service level agreements with service providers.

Serve as liaison with system software and hardware suppliers and vendors; monitor contracted services for quality and compliance with City standards.

Provide and/or ensure follow up on trouble calls and tickets; correspond with or meet customers and vendors as needed to understand and resolve concerns.

Conduct business analysis that includes the evaluation of business processes and identification of business needs and requirements; develop cost benefit analyses related to recommended technical solutions and evaluate risk options; ensure project compliance with City procedures or protocols, budgetary constraints and staff/resource utilization.

Perform analytical and technical work through enterprise systems that support assigned City business applications.

Prepare and maintain documentation for each application; design backup procedures; and analyze problems with existing applications.

Work closely with other Information Technology staff and assigned City departments and divisions to understand and identify user computer system and equipment needs; analyze and evaluate present or proposed business procedures or problems to define enterprise application needs; and implement new or modified application software.

Develop reporting, testing and general maintenance of enterprise systems and identify alternative methods for better operation and use.

Manage migrations and integrations of internal file systems to cloud based solutions.

Research, compile and prepare reports and documentation on program activities; analyze program and develop corrective action; maintain records of findings and corrective actions.

Prepare technical and administrative reports; train users in information technology project procedures and prepare related written materials.

Answer questions and provide information to the customers, via telephone, e-mail, and written correspondence related to the technical support program/operations; investigate complaints and recommend corrective action as necessary to resolve complaint.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

Planning Functional Area:

Support the Information Technology Department's strategic planning process including the design, development, implementation and marketing of the Strategic Plan.

Assist with the development, implementation and training of project management principles, policies and practices; provide guidance and project management support to department staff and other departments; and create project management tools and templates.

Support the technology governance process for the review and prioritization of technology projects within the City; participate in internal committees involving the review of impacts related to technological changes, incidents and compliance with standards.

Research, recommend and draft Information Technology policies and procedures.

Maintain the citywide SharePoint platform at an Administrator level capacity; create sites and subsites; manage permissions; ensure the platform meets security standards/requirements; monitor activity.

Create and maintain user access and security; manage and enforce website branding and general website governance and best practices.

Review and assess a broad range of information technology processes and procedures; identify deficiencies and recommend and implement business solutions.

Application Support Functional Area:

Business Systems Analyst I/II

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Perform analytical and technical work through business and enterprise solutions that support assigned City business processes.

Perform installation and configuration duties and related data design, migration, conversion, testing, evaluation, maintenance and extraction work; assist in designing and/or creating, implementing and maintaining databases, database tables and database objects; develop database scripts as needed for assigned business applications, interfaces, databases, devices and systems.

Analyze data and information trends to support system capacity/performance planning or diagnose issues related to assigned systems; compile and prepare reports and documentation on analysis findings.

Research, plan, install, configure and test new application systems and interfaces; design, test, and implement configuration changes or enhancements to existing application systems and interfaces; maintain and upgrade existing application systems and interfaces; apply software updates to servers and schedule periodic server cycling.

Analyze and resolve technology related problems; resolve compatibility problems and troubleshoot system software, hardware and communication problems; coordinate the resolution of network hardware, software, and applications problems between technical, support and customer personnel.

Write application and/or system design specifications; design application and/or system flow diagrams, schematics, file structures, reports, forms and menus; prepare a definition of the problem, the desired output, and performance requirements.

Perform various system quality assurance activities; test, troubleshoot and debug system issues using appropriate technology; prepare and execute testing plans to validate functionality and resolve issues.

Perform routine applications, system and/or network support duties such as monitoring or adding applications/users/devices, modifying user profiles, re-setting passwords and performing file maintenance; set up basic user access permissions consistent with City policies and procedures.

Create, record, and maintain user access and security; provide training to users regarding computer equipment and operating procedures.

Monitor automated system processes; monitor logs and files for evidence of problems or system failures; ensure business resumption after system failures.

MINIMUM QUALIFICATIONS

Business Systems Analyst I

Knowledge of:

All Functional Areas:

Principles and practices of business analysis.

Principles and practices of computer systems and related analysis and design.

Technical report writing procedures.

Use, capability, characteristics and limitation of computers and related equipment.

Network technology and environment.

Current web tools, including but not limited to, HTML, Javascript, Cascading Style Sheets (CSS), Content Management Systems (CMS) and Customer Relationship Management (CRM) systems.

SQL Server database and SQL queries.

Records storage and handling techniques.

Standards and methods related to computerized data systems and analysis use.

Written documentation methods related to complex technical work.

Methods for effective meeting facilitation.

Modern office equipment and methods including use of computer applications in word processing, spreadsheet, database, and graphic presentation.

Automated accounting and information systems.

Complex statistical research and analysis techniques.

Principles and practices of customer service.

When Assigned to Planning:

Principles and practices of project management.

Principles and practices of generally accepted accounting and reporting practices.

Application Support Functional Area:

Principles and techniques of programming, and business application documentation.

Ability to:

All Functional Areas:

Provide analytical support as it relates to the review and development of policies and

procedures.

Perform professional work in support of enterprise systems for business applications and websites.

On a continuous basis, know and understand all aspects of the job. Intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Analyze information technology operations and identify solutions to improve processes and procedures.

Analyze data and develop logical solutions to enterprise application programming problems.

Develop and manage information technology projects.

Effectively lead cross-functional teams.

Train or instruct online users in use of computer equipment and operating procedures.

Prepare a variety of reports and maintain accurate records and files.

Problem solve, make decisions, and give direction.

Use a variety of personal computer applications in word processing, spreadsheet, database, and graphic presentation.

Formulate, design, and implement process and product improvements and streamlining measures.

Work weekends, evenings or standby, as required.

Maintain confidentiality as necessary.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Planning Functional Area:

Monitor the effectiveness of existing procedures and develop and implement

recommendations for change.

Develop and recommend policies and procedures related to assigned operations.

Identify new technology solutions to manage the workload of the department.

Perform SQL queries in SharePoint and manage SQL server databases for the SharePoint platform.

Customize SharePoint sites to meet the department and city's needs; monitor and respond to tickets; troubleshoot issues promptly; monitor updates to the platform and communicate those updates appropriately.

Perform professional duties in the analysis of a variety of complex accounting and financial data.

Apply accounting principles to the analysis of budgetary and accounting records; prepare financial statements and reports.

Use automated accounting and information systems.

Application Support Functional Area:

Perform professional work in support of enterprise systems for business applications.

Conduct enterprise systems and procedures analysis and feasibility studies.

Prepare work flow charts and code steps into programming language.

Advocate on behalf of the department for change and process improvement.

Experience and Training

Experience:

No professional experience is required.

AND

Training:

A Bachelor's degree from an accredited college or university, preferably with major course work in computer science, information systems, business management, business information systems, or a related field.

License or Certificate:

Possession of a valid California driver's license upon date of appointment by date of appointment.

Business Systems Analyst II

In addition to the qualifications for the Business Systems Analyst I:

Knowledge of:

All Functional Areas:

Advanced project management principles, practices and tools.

Data management principles and associated applications and languages.

When Assigned to Planning:

Principles and practices of organization and administration.

Appropriate initiation, planning, execution, control and closing of project deliverable.

Application Support Functional Area:

Application documentation.

Computer logic and mathematics.

Web-based and client-server application development standards.

Ability to:

All Functional Areas:

Develop and manage projects related to business systems applications, including establishing and maintaining schedules.

Independently perform professional work in support of business analysis.

Planning Functional Area:

Independently research and develop policies and procedures and provide technical consultation to staff.

Application Support Functional Area:

Independently analyze business needs and processes, gather requirements and provide

documentation and recommendations.

Analyze, design, install and maintain highly technical and complex programs.

Analyze data and develop logical solutions to complex business systems application programming problems.

Experience and Training

Experience:

Two years of responsible experience performing duties similar to that of a Business Systems Analyst I with the City of Roseville.

AND

Training:

A Bachelor's degree from an accredited college or university, preferably with major course work in computer science, information systems, business management, business information systems or a related field.

License or Certificate

Possession of a valid California driver's license upon date of appointment by date of appointment.

04-09-22

06-01-18

05-24-17

05-14-13

08-25-12

12-24-98

07-01-88

Business Systems Analyst I/II 07-01-01

Programmer Analyst I/II 10-01-88

Programmer Analyst

Systems Analyst I/II