COUNTY OF SOLANO
CLASS SPECIFICATION
BUSINESS SYSTEMS ANALYST
BUSINESS SYSTEMS ANALYST (SENIOR)

CLASS SUMMARY:
Under general direction, identifies, plans, analyzes, develops, tests and implements information technology system solutions to address the business needs of Solano County Departments. Levels in this classification are flexibly staffed and are allocated based on the level, nature, and complexity of assignment.

DISTINGUISHING CHARACTERISTICS:

Business Systems Analyst:
This is the journey level classification in the Business Systems Analyst job series. Incumbents in this class work in partnership with departments, IT technical staff, and outside vendors on a variety of projects relating to departmental system needs. Incumbents exercise broad discretion in determining the work methods and assignments.

This position is distinguished from the:

Information Technology Analyst in that the Business Systems Analyst focus is primarily on systems and technology planning for the assigned business unit(s), information engineering, and conceptual and logical system design. This includes gathering and documenting functional business system requirements in the implementation of technology projects, the analysis of system structure, system configuration, workflow and work processes, and business process re-engineering. This position functions within the framework of County Information Technology standards.

Business Systems Analyst (Senior):
This is the advanced journey level classification in the Business Systems Analyst job series. This class is distinguished from the journey level Business Systems Analyst classification by the level of responsibility employees assume, the complexity of duties assigned, and the independence of actions taken. Incumbents within this class are responsible for supporting and working with the most complex County departments and systems including managing large technology projects.

SUPERVISION RECEIVED AND EXERCISED:
- Receives direction from the Information Technology Manager, and may receive functional direction from a department director/manager.
- May provide functional and/or technical guidance to project teams or newly hired employees. May exercise project management or team leadership based on assignment.

ESSENTIAL DUTIES: *This class specification represents the core area of responsibilities; specific position assignments will vary depending on the needs of the department.*

- Performs requirements definition, workflow analyses, data modeling and logical system design to resolve business problems and exploit integrated technology opportunities; creates formal documentation of functional specifications describing customer business requirements; analyzes data and information trends to support system capacity and performance planning or diagnose issues related to assigned systems.

- Plans and performs business systems analysis of major business activities and functions; meets with department management to review existing processes and procedures and determine needs; develops recommendations to improve processes; translates business objectives into application requirements.

- Develops specific technology plans with assigned departments within established County Technology standards, as a department/customer interface and liaison; assists departments in defining requirements for proposed business applications; facilitates system set up and configuration activities; establishes reporting and data requirements.

- Oversees system design, development, and implementation; coordinates with third party vendors to resolve scheduling, delivery, installation, and configuration issues; performs packaged software fit-gap analysis.

- Evaluates potential solutions to system issues and deficiencies; conducts cost/benefit analyses to determine whether the product should be developed internally or source from a vendor; provides cost/benefit analyses and IT project justifications; provides input into budget preparation and assists in monitoring project budgets.

- Researches new hardware and software requests and ensures that procurement procedures are followed; researches new vendor technologies and systems; schedules on-site and webinar demonstrations

- Plans and executes application unit, integration and acceptance testing in conjunction with users and technical resources; writes test plans and use cases; writes system documentation.

- Identifies business application and integrated technology opportunities and solutions for resolving business problems; prepares reports and cost-benefit justifications.

- Advises customers on best practices, application customizations and interface strategies; designs customizations where needed in collaboration with the customer and the technical team.

- Writes training curriculum and trains department end users in new system applications.

- May serve as team lead for assigned projects; facilitates and/or works as a member of cross-functional teams to address and analyze business requirements and automated systems issues, along with other developmental aspects of assigned projects.

- Consults with assigned departments on IT security policies, standards, procedures and guidelines.

- Identifies security and application access needs for department, assists with the development of departmental security definition and profiles; identifies and develops recommendations for other system controls.

EDUCATION AND EXPEIRENCE:

Business Systems Analyst

Education: Associate's degree, preferably in information technology, or a closely related field. A Bachelor's degree from an accredited college or university, preferably in information technology may be substituted for two years of experience.

Experience: Three (3) years of full-time experience in business systems analysis, business process re-engineering, workflow analysis, data modeling, or system implementation/upgrade activities, or a combination of the above functions.

Note: Additional experience may substitute on a year for year basis for the educational requirement.

Business Systems Analyst (Senior)

Education: Associate's degree, preferably in information technology, or a closely related field. A Bachelor's degree from an accredited college or university, preferably in information technology may be substituted for two years of experience.

Experience: Five (5) years of full-time experience in business systems analysis, business process re-engineering, workflow analysis, data modeling, or system implementation/upgrade activities, or a combination of the above functions.

Note: Additional experience may substitute on a year for year basis for the educational requirement.

LICENSING, CERTIFICATION AND REGISTARTION REUIRMENTS:
- Applicants may be required to possess a valid California Driver's License, Class C.

Note: All licenses, certificates and registrations must be kept current while employed in this class.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

<u>**Knowledge of**</u>**:**

- Business systems applications and business best practices.
- Principles and practices of business analysis.
- Methods of developing business process specifications.
- Methods, metrics, tools and techniques of business process reengineering.
- Systems development life cycle (SDLC) concepts used to plan, develop, implement, operate and maintain information systems.
- Principles of design and workflow.
- Database management systems and their application.
- Principles and methodologies of computer programming and logic.
- Principles and techniques of software and systems quality assurance and control.

- Principles and practices of producing effective project documentation including business functions and technical systems and processes.

- Principles and practices of project management for business systems implementations or change management projects.

- Principles, practices and techniques of customer service and project management.

- Methods of technical planning; systematic approach(s) to problem solving.

- Team dynamics and team building.

Skills and/or Ability to:

- Operate a variety of usual and specialized software programs to include word processing, spreadsheets, and specialized databases at a level sufficient for successful job performance.

- Learn and understand the business processes and needs of assigned departments and develop subject matter expertise.

- Synthesize complex technical information and communicate it clearly to non-technical audiences.

- Analyze, evaluate and implement systems solutions to improve client's business processes.

- Analyze complex business problems and develop appropriate systems and business process recommendations/solutions.

- Prioritize system issue resolution.

- Develop and document business and technical processes, functions and procedures.

- Troubleshoot production issues and use troubleshooting and trace tools.

- Map business processes and compare those processes to industry best practices.

- Develop and manage information technology projects.

- Identify new technology solutions to manage department workloads.

- Work effectively in a diversified team environment; guide and support project team members; use appropriate style and approach to ensure team cohesiveness and cooperation.

- Operate a variety of usual and specialized software programs to include word processing, spreadsheets, and specialized databases at a level sufficient for successful job performance.

- Work independently within established County guidelines.

- Communicate clearly and concisely, both orally and in writing.

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

PHYSICAL REQUIREMENTS:
- Mobility and Dexterity: Positions in this class typically require stooping, kneeling, reaching, standing, walking, fingering, grasping, feeling (i.e. sense of touch), and repetitive motion.
- Lifting, Carrying, Pushing and Pulling -- Light Work: Employees in this class will be exerting up to 20 pounds of force occasionally and/or up to 10 pounds of force frequently, and/or a negligible amount of force constantly to move objects.
- Vision: Positions in this class require the employee to have close visual acuity, with or without correction, to prepare and analyze data and figures, transcribe, view a computer terminal, read, etc. Positions in this class also may require employees to have depth perception in order to operate a motor vehicle.
- Hearing/Talking: Positions in this class require the employee to perceive the nature of sounds at normal speaking levels with or without correction, and have the ability to receive detailed information through oral communication. Positions in this class require the employee to express or exchange ideas by means of the spoken word.

WORKING CONDITIONS:
- Office Work: Employees in this class will most often be working in an office setting.
- Traffic Hazards: Employees in this class may be required to operate a vehicle and thus will be subject to traffic hazards while driving.
- Disruptive/Confrontational Human Contacts: Employees in this class may be subject to disruptive and confrontational people.

OTHER REQUIREMENTS:
- Background Checks: The County may conduct a background check and a reference check on candidates prior to appointment to a position within this class. The background check may include the State of California Department of Justice, the Federal Bureau of Investigation (FBI), the Child Abuse Central Index (CACI), and criminal checks in any City/County where the applicant has lived, worked or gone to school.
- Independent Travel: Incumbents are required to travel independently, for example, to perform work at other work sites, to attend meetings with other County employees, to attend meetings with community organizations, etc.
- Hours of Work: Incumbents may be required to work weekends, holidays, irregular hours, on-call, and after normal business hours.

CLASS HISTORY AND CLASS INFORMATION:
- Date Approved by the Civil Service Commission: December 2017
- Date Adopted by the Board of Supervisors: December 2017
- Date(s) Revised: August 2017
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