

## Job Class Specification

Title:	Business Systems Analyst (level 3)
Job Code:	199300
Bargaining Unit(s)/Grade:	AFSCME Gr 32/Non Represented Gr 9
FLSA Status:	Exempt
Safety Sensitive:	No
Competency Model:	TBD
Career Family:	TBD

### **Summary**

Incumbents in this classification combine business planning expertise with information technology systems to analyze and translate departments' business requirements into system use. Incumbents apply an in-depth, comprehensive working knowledge of an enterprise wide application system or operational critical system and lead projects of moderate complexity. Information systems are typically enterprise wide and/or have significant impact on Council's operations (information systems include Financials (Peoplesoft); Regional Fare Collection System (RFCS-Cubic SmartCard and GFI); Document Management System; and Risk Management System). Incumbents exercise great latitude in determining work methods and system requirements.

The Business Systems Analyst 3 level is the advanced and/or lead level. Incumbents in this level are distinguished from the BSA 2 by their broader understanding of business systems, greater degree of independent judgment exercised and autonomy and ability to perform more complex modifications and configurations within the system. Incumbents in this class have a significant role in system analysis, problem identification, and the recommendation/ implementation of solutions to high level management. Positions lead organization-wide teams on system implementation projects and serve as a champion for business process improvements.

### **Essential Responsibilities\***

In addition to regular attendance, the following responsibilities are typical of the duties performed by incumbents in this job class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the position.

- Performance of Business System Analyst 2 responsibilities.
- Serves as a resource to professional and technical staff and departmental customers on configuration, modification, implementation and testing within an enterprise wide application such (finance, human resources) or operational critical systems.
- Acts as a lead liaison between department end-users, technical analysts, information technology analysts and vendors in analyzing, designing, configuring, testing and maintaining system to ensure optimal system performance.
- Works in a technical and project lead capacity; directs professional and technical staff; and works in a detailed hands-on capacity with moderately complex to complex systems projects and assignments.
- Assists in defining project scope, objectives, project deliverables and critical target dates.
- Develops, coordinates, and implements plans to test business and functional processes during system development and quality assurance testing. Applies analytical methods to develop information needed to evaluate current operations such as work distribution charts, flow charts, process-and-operation charts trends and costs.
- Researches best practice models for business processes and administrative systems within and outside the public sector. Models include process design, performance measurement, technology (web-based solutions), and other efficiencies. Reads and keeps up-to-date on business functional areas in order to understand system customer requirements and system feasibility.

- Communicates proposed solutions and implementation details of system components to appropriate parties.
- Develops training curriculum and conducts formal training sessions for assigned customers.
- Specific positions will have access to labor relations strategies and information.
- Work direction/lead work responsibilities: Acts as project leader on designed projects by directing and coordinating the activities of other staff involved in the system analysis, evaluation, design and installation.
- Other related duties as assigned

### **Non Essential Responsibilities**

- None.

### **Qualifications**

Education	Bachelor's degree in Finance, Economics, Business Administration, MIS or a related field. Substitution(s): 1. A Master's Degree in a related field may substitute for two years of experience. 2. Additional years of progressively responsible experience or an AA degree in Business Administration or related field may substitute for the Bachelor's degree requirement on a year for year basis.
Experience	Four years' experience in management analysis or related analytical experience with a minimum of one year performing configurations and modifications within the specific business application.
License Requirements	None.

### Knowledge, Skills and Abilities Required:

Technical	Knowledge of interdepartmental and council wide processes, procedures and requirements with regard to administrative functions such as budgeting, financing and procurement. Knowledge of the capabilities of the information technology software application. Knowledge of effective processes, methods, techniques to analyze and evaluate business operations. Knowledge of effective project management principals.  In addition to knowledge and skills identified above, additional technical skills specific to the business system (e.g. HRIS, PeopleSoft Financials) is required.
Computer	Advanced computer skills in word processing, complex spreadsheets, graphics presentations and database management required (Word, Excel, Access and PowerPoint). Proficiency in the use of Crystal Reports or similar application preferred.
Language	Level 5. Ability to read, analyze and interpret common technical journals, financial reports and legal documents. Ability to respond to common inquiries or complains from customers. Ability to write speeches and articles in a prescribed technique or style. Ability to effectively present information to top management, public groups or Council members.
Math	Level 4. Ability to interpret and apply mathematics and statistical methods and procedures gained through professional educational training.
Human Relations	Level 2 . Requires the skill and persuasion in dealings with others both inside and outside of the department. Interactions with others generally require influencing, instructing and negotiating with individuals to gain their understanding, cooperation and action. Interactions may involve efforts to persuade and negotiate with other representatives or officials outside of the organization, but does not have the authority to act on

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behalf of the organization in matters where there are legitimate differences of opinion. Promotes an equitable, positive and respectful work environment that values cultural and diversity among all employees.

### **Work Environment**

Work is performed in a standard office setting. Some positions may require travel between primary work site to other sites.

### **Physical Requirements**

Regularly required to sit for long periods, stand/walk occasionally, speak, hear normal conversation and telephone ring tones, operate a computer and other office equipment, reach with hands/arms frequently below chest height and occasionally overhead, must occasionally lift/carry/push/pull up to 10 pounds, must have adequate close vision for reading and computer work.

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\* The job responsibilities listed are typical of the positions included in the job classification; however, not all duties are necessarily performed by each specific position.

Revision History: class created 10/06.  
Template revision 10/20/06;