

Job Class Specification

Title:	Business Systems Analyst 2
Job Code:	199200
Bargaining Unit(s)/Grade:	AFSCME Gr 31/Non Represented Gr 8
FLSA Status:	Exempt
Safety Sensitive:	No
Competency Model:	TBD
Career Family:	TBD

Summary

Under minimum supervision, performs a variety of professional and technical duties in the areas of system troubleshooting and business policies and procedures review; to assist with systems analysis and testing, implementation of computer systems for assigned business unit; to provide user support and to assist in additional system module implementation including vendor upgrades; to provide responsible assistance to higher level management staff; and to perform related duties as assigned.

This is the full performance level in the Business Systems job class series. This class is distinguished from the Business Systems Analyst (Level 1) as assignments require the application of knowledge, skills and abilities to perform tasks that are broader, requires problem identification, analysis and resolution. This job class is distinguished from the Level 3 job class by the Level 2 work assignments being similar in context and involve historical examples which are used as the baseline for continuous process improvement. Nature of work assignments at level 2 have are focused on maintenance and system troubleshooting with less percentage of time spent on research, analysis, process improvement and project management.

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.

- Provides technical assistance on system use; troubleshoots and responds to operational problems and client request for assistance.
- Performs configuration and modifications in the development server and testing in the test and production servers.
- Tracks and documents changes for functional and business specifications; writes procedures for record and use in training.
- Prepares and delivers reports.
- Works with information services staff in the analysis, design, configuration, testing and maintenance of systems.
- Analyzes business processes and procedures to recommend best practices for improving business processes through the use of information systems.
- Assists with preparation of proposals, RFP process, evaluation and contractor/consultant vendor selection and management.
- Reads and keeps up to date on business functional areas to understand system requirements.
- Work direction/lead work responsibilities: May provide work direction on a limited basis.
- Other related duties as assigned

Non Essential Responsibilities

- None.

Qualifications

Education	Bachelor's degree in Finance, Economics, Business Administration may substitute for the four years of experience. Substitutions: 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	2 years management analysis, analytical experience specific to the area of support.
License Requirements	

Knowledge, Skills and Abilities Required:

Technical	Knowledge of goals, operating procedures, workflow and regulations regarding departments functions. Knowledge of workflow analysis and simplification techniques. In addition to knowledge and skills identified above, additional technical skills specific to the business system (e.g. HRIS, PeopleSoft Financials) is required.
Computer	Intermediate 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 4. Ability to read, analyze and interpret professional journals, technical procedures and government regulations. Ability to write reports, business correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups of customers or clients.
Math	Level 4. Ability to interpret and apply mathematics and statistical methods and procedures gained through professional educational training
Human Relations	Level 1. Requires the skill to provide basic client services to the public and other agencies within the organization. Requires tact, courtesy and cooperation in dealings with others where the primary purpose is the exchange of information. 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.

* 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 9/22/06
Template revision 10/20/06;