

BUSINESS SYSTEMS ANALYST I  
BUSINESS SYSTEMS ANALYST II

DEFINITION

To perform professional level work in the analysis, design, programming, testing, installation and maintenance of business applications systems and databases.

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.

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

Business Systems Analyst II

Receives direction from an Information Technology Program Manager.

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:

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

Conduct business analysis; evaluate business processes; determine business needs; identify requirements; and develop business plan analysis.

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.

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.

Perform installation and configuration duties and related data migration, conversion, and maintenance and extraction work; implement and maintain databases, database tables and database objects; develop database scripts as needed for assigned systems.

Perform configuration, testing and troubleshooting for network/communications devices and/or interfaces that support assigned systems.

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

Coordinate 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, Quote, or Information; participate in the selection; and assist with the oversight of consultants and vendors.

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

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

## Business Systems Analyst I/II

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Analyze and resolve technology related problems; resolve compatibility problems and troubleshoot system software, hardware and communication problems.

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

Work closely with 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.

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.

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

May plan, assign, review the work of technical personnel assigned to functional area of assignment.

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

Represent function on committees, outside organizations, and at staff subcommittees as necessary; coordinate technical support activities with other departments, divisions and outside agencies.

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.

### MINIMUM QUALIFICATIONS

#### Business Systems Analyst I

##### Knowledge of:

Principles and practices of business analysis.

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

Principles and techniques of programming, and business application documentation.

Principles and practices of relational database techniques and design.

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

Network technology and environment.

Principles and practices of project management.

Records storage and handling techniques.

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

Written documentation methods related to complex technical work.

Ability to:

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

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.

Conduct enterprise systems and procedures analysis and feasibility studies.

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

Prepare work flow charts and code steps into programming language.

Develop and manage information technology projects.

Effectively lead cross-functional teams.

Train or instruct on-line 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.

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

Develop and recommend policies and procedures related to assigned operations

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

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

Monitor the effectiveness of existing systems and procedures and make and implement recommendations for change.

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.

### 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, accounting, business information systems, finance or a related field is desirable. Two years of relevant work experience may be substituted for two years of the required education.

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:

Principles and practices of interactive and batch programming.

Application documentation; computer logic and mathematics.

Ability to:

Independently perform professional work in support of business analysis.

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

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

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

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, accounting, business information systems, finance or a related field is desirable. Two years of relevant work experience may be substituted for two years of the required education.

License or Certificate

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

06-01-18

05-24-17

05-14-13

08-25-12 Business Systems Analyst I/II

07-01-01 Systems Analyst I/II

12-24-98 Programmer Analyst I/II

10-01-88

07-01-88 Programmer Analyst