

CLASS SPECIFICATION



CLASS: Business Systems Analyst
ALLOCATION: County-wide
FLSA STATUS: Exempt
UNION AFFILIATION: Non-Represented

ESTABLISHED: April 2021
REVISED: September 2021

JOB SUMMARY:

Under general direction, ensures a department's technological needs are met by analyzing and documenting business processes and providing related application configuration and support; concentrates on the technological needs of the business and the implementation, maintenance, and optimization of technology solutions using a combination of business and technical knowledge; works with business partners to align technology solutions with business strategies; and performs related work as assigned.

This is a stand-alone exempt classification.

CLASS CHARACTERISTICS:

Incumbents operate with a high level of degree of autonomy and generally require little to no guidance; serve in a facilitator and liaison capacity to combine business expertise with information technology; and assists in managing system enhancements, modifications, upgrades, and/or other department-wide changes. This position reports directly to executive management staff.

EXAMPLES OF DUTIES:

Essential:

- Consult with department management and staff to identify, define, and document business needs and objectives, current operational procedures, problems, and input and output requirements; participate in discussions of departmental goals and objectives with executive management.
- Provide lead direction, technical assistance, training and work review for technicians in area of assignment, serves as a primary contact and resource expert in assigned areas.
- Evaluate existing County business process models to identify potential areas for automation and streamlining.
- Seek ways to continuously improve the policies, procedures, and standards to enhance the delivery and security of County services.
- Plan, organize, and conduct research, analytical, and evaluation studies of department operations, functionality, and management systems; collect, tabulate and analyze a wide variety of data to determine trends, cycles, and underlying factors.
- Design and develop solution testing plans, strategies and quality management tools to ensure appropriate results prior to final implementation; review solution defects and make strategy adjustments as needed; plan implementation timeline.
- Prepare complex analytical reports outlining study findings as well as process improvement solutions and analyses; prepare charts, graphs, tables, and other visual tools to summarize results; make graphic and oral presentations to individuals and groups.
- Design complex data tools and system queries; develop intermediate/advanced MySQL and SQL queries, .NET application development as required, VBA (Visual Basic for Applications) macro and application development within Microsoft Office Suite applications.
- Design, implement, and maintain system set-up tables and parameters to ensure compliance with state and federal requirements; interpret and analyze new or updated regulations to identify needed system changes.
- Lead all technology system changes and upgrades to keep department current with industry and legislative needs.
- Confer with software vendors; assist with the evaluation and selection of software applications.
- Manage vendor relationships to ensure the services received meet the needs of the department.
- Develop training materials and provide training to system users regarding new or modified business systems; creates user guides and desk manuals for reference tools; communicates system changes as needed to ensure all are implementing policies and procedures consistently.
- Ensures department systems data confidentiality is maintained.
- May serve on a variety of committees, task forces and teams as the departmental and/or County representative.

- Monitor changes in laws and regulations that may impact project activities; analyze the impact of such changes and modify operating manuals and policies and procedures as required.
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- Maintain or direct the maintenance of accurate records and files.

Important:

- Comply with all County equipment and safety policies and procedures, and California Occupational Safety and Health Administration (CalOSHA) rules and regulations.
- Use standard office equipment, including a computer, in the course of the work; may drive a County or personal motor vehicle to attend meetings or conferences.

EMPLOYMENT STANDARDS:

Knowledge of:

- Principles and practices of project management on large business implementation or change management projects.
- Complete software development/deployment lifecycle – analyze, design, build, test, implement, and support.
- Methods of long-term strategic management and technical planning.
- Federal, State and County laws, codes and regulations pertaining to area of assignment.
- Using and applying analytical software, database management software, database reporting software, database user interface, query software, statistical analysis software, and data mining software.
- Database design, administration, and performance tuning (e.g. Microsoft SQLServer, MySQL, Microsoft Access). Developing SQL queries across multiple, complex databases.
- Development and implementation of processes and process improvements, including documentation of existing processes; analysis and modification recommendation for existing processes.
- Principles, methods, procedures, and practices of research including collecting, planning, organizing, and analyzing a variety of data for the preparation of research report, basic statistical concepts used in data analysis.
- Methods, metrics, tools, and techniques of business process re-engineering; procedures and methods for testing business functions.
- Database security principles, including administering users and roles.
- Standard techniques for identifying and defining logical relationships among data, processes or events.
- Records management principles and practices.
- Principles and techniques of making effective oral presentations.
- Techniques for dealing with a variety of individuals from various socio-economic, ethnic and cultural backgrounds.

Skill in:

- Working with executive management to develop and implement goals, objectives, policies, procedures, and work standards.
- Independently managing large and/or multi-faceted projects of moderate to high complexity.
- Successfully planning, developing, implementing, and evaluating a comprehensive departmental technology system implementation, including workflow, configuration, testing, and developing training plans.
- Coordinating and managing groups of people from various business units or departments in the development of change management and business re-engineering projects.
- Independently performing professional analytical and programmatic work.
- Analyzing, evaluating, and integrating business and/or systems processes and procedures in order to improve current practices.
- Recognizing problems, developing recommendations and effective solutions.
- Researching and keeping current on emerging technologies and processes to stay current with industry best practices.
- Working with users/customers to define, analyze, and document system and user requirements and translating them into functional system design specifications that can be successfully executed.
- Developing flow charts.
- Selecting and/or developing training/instructional methods; translating technical information into non-technical terms.

- Collecting/gathering data using a variety of methods to prepare reports relating to statistical and research analysis.
- Coordinating the development and review of vendor contract terms, communications, and process documentation.
- Communicating clearly and effectively in writing with internal staff and external agencies, including the preparation of written procedures, reports, memos, and correspondence.

Ability to:

- Work independently with minimal supervision, including independent problem solving capabilities.
- Manage multiple activities in a deadline-oriented environment and keeping projects on schedule.
- Highly organized, flexible and rigorous attention to detail.
- Apply the necessary technical, system, and application skills required to administer and review existing information systems processes and procedures as well as adopt next generation requirements.
- Break down complex issues into pieces, ask the right questions, and propose viable solutions.
- Integrate internal systems with outside agency applications.
- Work effectively in a diversified team environment; establish cooperative working relationships with those contacted in the course of the work and maintain them over time.
- Develop a solid understanding of departmental business processes and technology requirements.
- Interpret technical concepts and develop and present information clearly and concisely, both orally and in writing for a wide variety of audiences.
- Use initiative and independent judgment within general policy guidelines.
- Perform well under pressure.
- Listen carefully to what other people are saying, take time to understand the points being made, elicit feedback, and ask questions as appropriate for clarification.

Physical Demands: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential function of the job, with or without accommodation. Prospective employees must complete a pre-employment medical exam (Occupational Group IV) which will measure the ability to:

- See well enough to read fine print and view a computer screen; speak and hear well enough to understand, respond, and communicate clearly in person and on the telephone; independent body mobility sufficient to stand, sit, walk, stoop and bend to access the work environment and a standard office environment; manual dexterity and sufficient use of hands, arms and shoulders to repetitively operate a keyboard and to write; and the ability to sit or walk for prolonged periods of time.
- Mobility to drive a motor vehicle to attend meetings or visit various worksites.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

Work Environment:

- Generally a typical office environment.
- May be required to travel to various worksites or locations within the County.
- Occasionally may be required to travel for meetings or conferences outside normal business hours.
- System resolution may create non-standard work hours.

QUALIFICATIONS:

The minimum and preferred requirements are listed below. While the following requirements outline the minimum qualifications, Human Resources reserves the right to select applicants for further consideration who demonstrate the best qualifications match for the job. Meeting the minimum qualifications does not guarantee further participation in selection procedures.

Licenses and Certification:

- The ability to obtain a valid California Class C driver's license within ten (10) days of employment; maintain

throughout employment.

Special Requirements:

- Must successfully complete an extensive and thorough background investigation which may include Live Scan fingerprinting and credit check prior to hire.
- Must file statements of economic interest with the Yuba County Clerk/Recorder.
- Will be required to perform disaster service activities pursuant to Government Code 3100-3109.

Education and Experience:

MINIMUM: Bachelor's Degree from an accredited college or university with major coursework in Management Information Systems, Computer Science, or related field and three years of programming, software engineer, applications analysis experience or system administration.

Candidates with strong experience who lack the degree are encouraged to apply.

PREFERRED: In addition to the minimum, additional years of experience as defined above and/or experience with the type of business application and computer environment used by the hiring department.

This class specification lists the major duties and requirements of the job. Incumbent may be expected to perform job-related duties other than those contained in this document.

Dept Approval:
Date:

Signature: _____

Human Resources Approval: Analyst
Date:

Signature: _____

EEOC: B
WC: 9410

Established: April 2021
Revised: September 2021