

CITY OF BELLINGHAM

CLASSIFICATION SPECIFICATION

CLASS TITLE: BUSINESS SYSTEMS ANALYST

UNION: S&P

DEPARTMENT: Interdepartmental

SG: 8

CS: N

FLSA: N

EEO4CODE: PR

NATURE OF WORK:

Responsible for the integration of enterprise software systems and business processes within a specific City department. Applies a thorough knowledge of the business functions of the department and knowledge of software systems to identify and design innovative solutions and process improvements capable of meeting business needs. Performs work process analysis, analyzes data requirements and reporting needs and coordinates the functional requirements of the department and technical solutions with ITSD personnel. Provides data analysis and report development services to inform business decisions. Provides user support and training. Serves as liaison between the department and the Information Technology Services Department (ITSD). May provide software system management services coordinated with ITSD. Provides support for system change management including receipt or development of change requests, testing and analysis of changes, communications, training, and support for change implementation.

DISTINGUISHING CHARACTERISTICS:

The Business Systems Analyst's primary work effort is in the analysis, implementation, maintenance, and communication related to enterprise software systems from a business perspective. This is the main focus of the position, not a part-time focus of the position.

Business Systems Analysts are distinguished from the Systems Analyst classifications in the Information Technology Services Department in that the incumbents in this classification do not perform applications programming functions and do not provide support for the technology environment or platform. The Business Systems Analyst is not responsible for installation of software and will have limited responsibility for the system configuration and administration. The assigned responsibilities would typically include user access management and system content management.

The Business Systems Analyst is distinguished from classifications in the Program Series in that the former's focus is on combining a high level of technical knowledge with knowledge of department business processes to inform decision making and lead projects related to assigned enterprise software systems. The program series classifications' primary work effort, is the full range of coordination or management of a specific program or service area for the City including directing and evaluating the work of program staff, coordinating program activities and accountability for attaining and evaluating program results and objectives.

SUPERVISORY RELATIONSHIPS:

Reports to a senior manager, department director or designee. Works independently under general supervision and the guidance of applicable federal, State and local statutes, regulations, policies and procedures. May serve as lead on assigned projects, including assigning work to project team members.

ESSENTIAL FUNCTIONS:

1. Acts as department project manager or team leader for projects related to assigned enterprise software systems including implementation of new or revised enterprise software systems or significant upgrades. Develops implementation, maintenance, and communication plans. Drafts or revises related departmental policies or procedures. Serves as key liaison with employees in other departments, third parties, and other project stakeholders.
2. Serves as business lead related to use of an enterprise software system and related systems. Translates business and operational requirements into designs and specifications for workable information technology solutions. Identifies and analyzes department business needs, work processes and system requirements; identifies and analyzes ambiguous and/or conflicting work processes, information management and reporting issues; assists in identifying and defining alternatives capable of meeting business needs.
3. Serves as subject matter expert in department business processes and technology systems; provides consultation to department management related to assigned enterprise software systems and provides a single point of contact between ITSD and the department.
4. Participates in evaluating vendor product packages and their fit with department requirements; researches and recommends software characteristics and requirements.
5. Assists in defining application data requirements; identifies data sources; diagrams data flow and data relationships; assists in developing database specifications; defines file/table structures; may perform basic database maintenance and administration.
6. Provides limited levels of system management and end user support. This includes support for end user security, system content updates, and support for end user issues. The incumbent will work with ITSD resources to identify and resolve system problems (root cause analysis) and to provide configuration changes or system updates.
7. Utilizes reporting tools to write and maintain a variety of reports or queries to inform department decision making and support business functions. Develops standard reports for ongoing departmental needs and ad hoc queries as needed, working with department staff to identify information requirements.
8. Participates in conducting systems tests and conversion and installation processes; identifies types and causes of test problems and works with department staff and ITSD staff to recommend and implement solutions. Partners with ITSD staff to ensure systems are functioning correctly.
9. Provides training for system end users; develops procedures, guidelines and documentation.
10. Supports best practices for system and process change management, documentation of system processes and business practices, and the development of standards for processes.

ADDITIONAL WORK PERFORMED:

1. Performs other related duties within the scope of the classification.

KNOWLEDGE AND SKILLS:

Knowledge of:

- Principles and methods of systems analysis, including business process analysis tools and methods.
- Business processes in functional area.
- Systems design principles, methodologies and tools.
- Basic database theory, design and development practices.
- General functions, capabilities, characteristics and limitations of standard computer platforms and devices as they apply in performing business and systems analyses.
- Principles and practices of sound business communications.
- Standard PC software packages, including word processing, spreadsheet and database.

Skill in:

- Excellent oral and written communications and interpersonal skills for working with diverse audiences of technical and non-technical personnel.
- Strong time management skills to effectively organize and accomplish multiple assignments with competing priorities.
- Demonstrated skill in initiating and leading enterprise software system and business process changes.
- Skill in the management of projects within the time and financial constraints that exist within the City governmental environment.

Ability to:

- Perform business process analyses and reach sound, logical conclusions regarding end user needs and business requirements.
- Understand and apply the analysis of functional requirements to the development of systems proposals, specifications and recommendations for efficient, cost effective systems and technology solutions.
- Work collaboratively with team members, ITSD and end user groups to ensure project accountability.
- Diagnose and resolve systems analysis problems, evaluate alternatives and make sound independent decisions within established guidelines.
- Communicate clearly and effectively to diverse audiences of technical and non-technical personnel orally and in writing.
- Conduct effective training programs.
- Prepare clear, concise and accurate documentation, procedures and other written materials.
- Keep technical skills current to meet continuing business and systems analysis assignments.
- Establish and maintain effective working relationships with department directors, managers, ITSD staff, department staff, vendors and others encountered in the course of work.
- Work independently with little direction.
- Maintain absolute confidentiality of sensitive files, data and materials accessed, discussed or observed while working with City staff.
- Maintain consistent and punctual attendance.
- Demonstrate the Public Service Competencies of Service Orientation, Results Orientation and Teamwork and Cooperation.
- Physically perform the essential functions of the position, including:
 - Correctable visual acuity to read a computer screen and a typeset page;
 - fine finger dexterity to manipulate a computer keyboard and mouse; and
 - ability to talk and hear sufficiently to communicate in person and over the phone.

WORKING ENVIRONMENT:

Work is performed primarily in an office environment with extensive time spent at a computer work station with some travel between City of Bellingham locations. Works in an environment with frequent interruptions. Some travel to professional meetings required.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's Degree and two years of experience in specific business function.
- Two years of experience in analysis, implementation, integration, business process improvement and support of computer systems.
- A combination of relevant experience and training that demonstrates the applicant's ability to perform the essential functions of the position will be considered.

NOTE: Specific education, experience and training requirements may vary, depending upon the position.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal conviction and local background check.

PREPARED BY:

A. Sullivan
9/14

REVIEWED BY: _____

Camille Gatza, Interim Director
Human Resources

JOINT CLASSIFICATION COMMITTEE ADOPTION: _____

9/16/2014