PALOMAR COLLEGE

Classification Title: Business Systems Analyst

Department:	Multiple	**EEO6 Code:**	5
Employee Group:	Classified	**Salary Grade:**	38
Supervision Received From:	An Assigned Administrator or Supervisor	**Date of Origin:**	9/2016
Supervision Given:	Direction and Guidance	**Last Revision:**	9/2016

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed by individual positions.

JOB SUMMARY.

Coordinates application planning, design and implementation of one or more major modules of the District's enterprise business system; plans, oversees and performs complex business and systems analyses; collaborates with administrators, managers and Information Services staff to ensure development of systems capabilities to achieve operational and service strategies.

DISTINGUISHING CHARACTERISTICS.

The Business Systems Analyst is distinguished from the Assistant Business Systems Analyst by the former's responsibility for creating and maintaining efficient business processes using the District's enterprise business system, while the latter position is responsible for assisting Business Systems Analysts with various systems processes, providing user training and producing a variety of reports.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS.

Essential Functions: Essential responsibilities and duties may include, but are not limited to, the following:

1. Manages applications planning, design and implementation of system upgrades and enhancements impacting assigned departments; works with Information Services staff in the development, implementation and enhancement of assigned functional modules; works closely with stakeholders and users to define and analyze business and operational problems, process improvement opportunities and requirements; analyzes operational and business mandates and legal requirements; identifies and analyzes complex or conflicting business process issues; proposes policy, standards, project directions and strategies to meet the administration's information needs; coordinates with Information Services staff in the development of priorities.

2. Analyzes, evaluates and tests system upgrades, new releases, bundles and patches; reviews vendor documentation to identify processes and assesses integration issues impacted; develops and maintains systems documentation and procedures; verifies compliance of new systems processes with all regulatory requirements; works with users and Application Developers to conduct performance and compliance testing and identify fixes or corrections required.

3. Analyzes current systems and consults with and advises managers and users on recommended application development enhancements; recommends data and reporting processes; explains technology and process options and assists in decision making to meet the administration's information needs; recommends data and reporting processes.

4. Provides technical support and expertise for assigned applications; troubleshoots and resolves application or database problems; reviews and analyzes system problems including system documentation and production output to

identify solutions; recommends changes as needed; confers with vendor and Information Services staff to solve complex procedural, operational and technical problems.

5. Evaluates requests for application enhancements; provides guidance to end users on application use and operating parameters; translates user expectations into technical specifications for enhancement and customization projects.

6. Provides technical assistance to end users in updating and maintaining system data; writes, modifies and generates ad hoc queries and reports; serves as liaison with Application Developers, vendor representatives and other Information Services staff for system or production problems; prepares various reports and summaries for management and/or users including status reports, progress summaries and problem reports.

7. Provides training to end users on use of applications; designs and develops training materials; conducts or coordinates training sessions; evaluates training programs to ensure their effectiveness in meeting goals and objectives.

8. Sets up and maintains security profiles for assigned department and other users.

9. Participates in project team activities, tasks and meetings.

Marginal Functions:

1. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of information systems.

2. Performs related duties and responsibilities as required.

QUALIFICATIONS.

Experience and Education/Training Guidelines: Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Three years of increasing responsible experience involving information systems analysis, including advising clients on technology solutions and conducting business process analyses and troubleshooting large, complex software applications.

Education/Training: Equivalent to an associate degree from an accredited college or university with coursework in business applications, computer science, information systems or a related field.

Knowledge of:

1. Principles, practices and methods of business process and systems analysis.

2. Functionality of enterprise business systems.

3. System design theory, concepts and principles.

4. Methodologies for developing program and user documentation and user training materials.

5. Practices and techniques of training and instruction, particularly as related to computer software and applications.

6. Methods and practices for conducting unit and system testing.

7. Operating system capabilities and constraints applicable to enterprise information systems.

8. Personal computer hardware and software components.

9. Operational characteristics of various computer programs and software packages.

10. Database management principles and concepts.

11. Methods and techniques of developing reports using enterprise business systems.

12. Methods and techniques of developing and writing technical documentation.

13. Principles and practices of sound business communications.

14. Pertinent federal, state and local codes, laws and regulations.

15. General processes and procedures related to colleges and universities.

Skill in:

1. Planning and organizing applications design and implementation processes in collaboration with other staff at varying levels of an organization to achieve identified systems capabilities and improved business processes.

2. Performing complex business process analyses and reaching sound, logical conclusions regarding essential user needs and requirements.

3. Facilitating and leading user meetings, negotiating understanding and building consensus.

4. Identifying information management issues and opportunities, analyzing problems and alternatives and developing sound recommendations.

5. Reading, interpreting and explaining complex technical information on systems processes to non-technical audiences.

6. Designing, developing and conducting effective training programs on a variety of technology issues for diverse audiences.

7. Providing functional support for the implementation and maintenance of various software applications.

8. Detecting, isolating and resolving applications problems.

9. Creating and generating various reports, charts and other materials.

10. Communicating clearly and effectively, both orally and in writing.

11. Maintaining sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability, gender identity, sexual orientation, and ethnic backgrounds of community college students, faculty, and staff.

12. Establishing and maintaining effective working relationships with those contacted in the course of work.

WORKING CONDITIONS.

Environmental Conditions: The employee works primarily in a computer environment amid noise, some dust and regular exposure to computer screens and electrical and electronic equipment.

Physical Conditions: Essential and marginal functions may require physical fitness requirements necessary to perform the job functions with or without accommodation, such as the ability to sit for prolonged periods and to use hands repetitively to operate computers and standard business equipment; close visual acuity to view computer screens.

TERMS OF EMPLOYMENT.

The duration of any fully restricted funded position in this classification is dependent upon the continuation of funding.