

**CLASS SPECIFICATION**  
**Business Systems Analyst II**

FLSA Status: Non-Exempt  
EEOC Job Category: Professionals  
Union Representation: Represented

**GENERAL PURPOSE**

Under general supervision, analyzes business area or department business processes and reporting requirements and works with users to identify needs for systems modifications and enhancements; prepares documentation and specifications; conducts applications testing and performs problem resolution and fixes; provides a variety of user support and training; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Business Systems Analyst II is the entry-level professional class in the Business Systems Analyst series. Incumbents perform a wide variety of projects and assignments in developing, testing, implementing and maintaining enhancements and upgrades to relevant modules of the District's enterprise systems to meet business area or department work requirements in an efficient and cost effective manner. Incumbents work with users to analyze business requirements and participate on development teams to implement technology solutions. Work requires a thorough understanding of detailed applicable work processes and requirements and strong interpersonal skills in collaborating with users, IT staff and staff of other departments or divisions to develop effective systems and technology solutions.

Business Systems Analyst II is distinguished from Business Systems Analyst I in that incumbents in the former class are required to understand and apply professional information systems and business process analysis principles and practices in the development of applications and technology solutions. Business Systems Analyst II is further distinguished from Business Systems Analyst III in that incumbents in the latter class have technical lead responsibilities for designated systems modules.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

1. Works closely with power and other users to analyze and document business processes, including department policies and procedures, evaluate alternatives and recommends best practice solutions; defines and documents business work/data flows, needs and requirements; drafts specifications; participates in setting priorities for technology projects.
2. Assists users in developing work process and procedural changes to improve work efficiency and effectiveness and supplement technology solutions; facilitates sharing of information regarding work process issues and consideration of both technology- and non-technology-based process improvements.

3. Analyzes requests for a variety of enhancements, modifications and fixes to applicable systems modules; analyzes and documents user work processes and systems functionality requirements; analyzes current system functions, procedures and capabilities to determine if improved methods are possible; develops and presents recommendations for new approaches and options to meet user needs.
4. Coordinates applications testing processes by division/department staff; coordinates or creates test scripts; coordinates and/or tests applications bundles, upgrades and interfaces to ensure accuracy and efficiency and identify impacts; generates test data and keeps logs of test results; summarizes test results and common issues; works with ACIT staff to correct testing problems and install required fixes.
5. Analyzes, troubleshoots and resolves applications problems and errors; reviews and researches available patches and upgrades for potential resolution of problems; takes action or communicates with ACIT staff to resolve problems; answers technical questions and provides guidance to users on system functionalities and methods for correcting problems.
6. Designs and develops user training programs; defines training scope to meet user needs; develops training content and designs training materials and handouts; conducts user training classes and one-on-one training sessions on specialized and standard business software.
7. Develops and maintains user documentation, including documentation of set up and running of systems processes to ensure accuracy and efficient processing.
8. Designs, develops and generates difficult to complex reports to meet user needs; uses Crystal reporting and other tools to extract user-required data.

#### **OTHER DUTIES**

1. Attends various department and committee meetings; conducts end user meetings.
2. Performs special projects and analyses as assigned; writes technical and non-technical reports.
3. Programs or codes equations in designated system modules.
4. May serve as business area or department representative on applications development or support teams, including software evaluation, requirements definition, work flow analysis and system implementation, testing and training.
5. May install, configure and maintain software, hardware, peripheral equipment and network connectivity; may provide user work station support and document trouble call resolutions.

#### **QUALIFICATIONS**

##### **Knowledge of:**

1. Basic principles and practices of systems analysis and design.
2. Accepted business process analysis methods, techniques and tools.
3. District and/or departmental business processes commonly supported by applications.

4. Methods and techniques for performing quality assurance testing of systems.
5. Practices and procedures for developing program and user documentation.
6. Methods and techniques for troubleshooting and determining the causes of applications problems and errors.
7. Uses and operations of the District's enterprise system and its various modules.
8. Standard business software, including word processing, spreadsheet, presentation and database software.
9. Principles and practices of sound business communication.

**Ability to:**

1. Perform routine to moderately complex business process analyses and reach sound, logical conclusions regarding user needs and business requirements.
2. Understand and apply the analysis of functional requirements to development of applications proposals and recommendations for technology solutions.
3. Troubleshoot, diagnose and resolve applications problems.
4. Set priorities and organize work to complete project responsibilities efficiently and effectively.
5. Read, interpret, explain and apply complex technical information on systems processes and basic interdependencies for technical and non-technical audiences.
6. Communicate clearly and effectively and convey understanding to diverse audiences of technical and functional personnel, orally and in writing.
7. Make effective use of query tools to design difficult to complex reports.
8. Prepare clear, concise and comprehensive specifications, reports, studies, documentation and other written materials.
9. Exercise sound independent judgment with guidelines and procedures.
10. Establish and maintain effective working relationships with managers, power and other users, consultants and others encountered in the course of work.

**Education, Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with major coursework in business or public administration, management information systems or an applicable field; and one year of professional experience performing business process analyses and participating in the design, development and implementation of business applications; or an equivalent combination of training and experience. Experience in an academic or public agency environment is highly desirable.

**Licenses; Certificates; Special Requirements:**

A valid California driver's license and ability to maintain insurability under the District's Vehicle Insurance Policy may be required for certain assignments.

**PHYSICAL AND MENTAL DEMANDS**

The physical and mental demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Physical Demands**

While performing the duties of this job, the employee is regularly required to sit; talk or hear, both in person and by telephone; use hands to finger, handle and feel computers and standard business equipment; and reach with hands and arms. The employee is frequently required to stand and walk. The employee may occasionally be required to stoop, kneel and bend, climb and balance and lift up to 50 pounds.

Specific vision abilities required by this job include close vision and the ability to adjust focus.

**Mental Demands**

While performing the duties of this class, incumbents are regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret people and situations; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with interruptions, and interact with managers, power and other users, consultants and others encountered in the course of work.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee works under typical office conditions, and the noise level is usually quiet