Long Beach Community College District

CLASS SPECIFICATION
Business Systems Analyst III

FLSA Status: Exempt
EEOC Job Category: Professionals
Union Representation: Unrepresented

GENERAL PURPOSE
Under general supervision, serves as liaison to and performs difficult to complex business and systems analyses of current business practices, processes and work flows in assigned departments or business areas and recommends modifications or new processes to facilitate integration with designated enterprise system module processes; develops testing and implementation plans for new systems, systems enhancements and upgrades; reviews projects following implementation to ensure compliance with specifications; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS
Business Systems Analyst III is the journey-level class in the Business Systems Analyst class series. Incumbents act as technical leads on designated enterprise system modules and serve as liaison to assigned departments or business areas to identify opportunities for business process changes that will improve productivity and efficiency and facilitate better integration of work process with enterprise system module processes. Incumbents also coordinate and collaborate with managers and power users in assigned areas to develop testing and implementation plans for systems upgrades, modifications and fixes to ensure user requirements are met and to train and support users on the functionalities, operations and processes of applicable systems modules. Work requires the ability to understand and accurately convey user needs and requirements to applications developers while clearly communicating technical systems and interdependencies to non-technical users in order to develop efficient, productive and beneficial technology-supported business processes.

Business Systems Analyst III is distinguished from Business Systems Analyst IV in that incumbents in the latter class performs complex analyses and applications support for a major module of the enterprise system and may supervise staff engaged in carrying out administrative and academic support functions.

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. Acts as technical lead and serves as liaison between functional staff in assigned departments or functional areas and ACIT technical staff in the development, implementation and enhancement of designated enterprise systems modules; leads and facilitates the analysis of business processes, practices and work/data flows for improvements and to ensure effective operations using enterprise system processes; identifies integration points between modules from a data flow, business process and applications perspective.
2. In collaboration with other business and technical staff, analyzes essential functional requirements and develops fit/gap analyses; translates user expectations into technical specifications for enhancement and customization projects; defines scope and deliverables; develops priorities and time estimates; monitors the progress and work of developers in completing project tasks to meet time, quality and resource expectations; works with functional users to evaluate and reengineer work processes to integrate with and complement system functionalities.

3. Develops unit and system test plans; works with functional users to develop test cases and testing approaches; coordinates and evaluates the results of testing processes; reports systems problems and errors to applications developers for correction.

4. Tracks and coordinates review of new releases, upgrades and patches; reviews documentation to identify affected modules and processes; identifies impacts of changes and assesses integration issues; verifies compliance of new systems processes with all regulatory requirements; works with power users and technical staff to conduct performance and compliance testing and identify fixes or corrections required; works with technical ACIT staff to develop solutions for complex and ambiguous situations; receives and resolves or creates trouble tickets to resolve applications and operational problems.

5. Trains users on systems processes specific to business areas; writes or oversees the preparation of user documentation, written procedures, training guides, manuals and materials for users and support staff; meets with users to provide information on systems changes and address questions or issues; instructs users on set up and execution of specific processes.

**OTHER DUTIES**

1. Using advanced reporting tools (such as SQL, PeopleSoft, Microsoft Access, COGNOS, Crystal reports), analyzes, designs and writes specialized queries and custom reports to generate required data and reports on a periodic or ad hoc basis.

2. Provides systems support as required; publishes business process documentation to departmental websites, including content management applications; delegates systems support duties to functional users as needed.

3. May carry out assigned functional processes within a department as assigned.

**QUALIFICATIONS**

**Knowledge of:**

1. Principles, practices and methods of business process and systems analysis, including business modeling using data and process flow diagrams.

2. System design theory, concepts and principles including data management and administration and development concepts.

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

4. Methods and practices for conducting unit and system testing.
5. Operating system capabilities and constraints applicable to enterprise information systems and platform operating systems.

6. Database design concepts and data management software such as Microsoft Access, relational databases and SQL in the manipulation, conversion and analysis of data.

7. Systems integration design concepts.

8. Project management tools and techniques, including drafting scope of work statements, managing project schedules and effective change management and control.

9. Web development tool and languages such as Dreamweaver, HTML, and Cold Fusion.

10. Data conversion concepts such as converting data from CSV to fixed width.

11. Principles and practices of sound business communication.

**Ability to:**

1. Learn quickly, understand and apply user business processes and requirements to the depth needed to consult effectively with managers and users.

2. Perform business process analyses and reach sound, logical conclusions regarding essential user needs and requirements.

3. Facilitate and lead user meetings, negotiate understanding and build consensus agreements.

4. Work effectively and collaboratively in a team environment, either as a team member or team leader.

5. Identify information management issues and opportunities, analyze problems and alternatives and develop sound recommendations.

6. Read, interpret, explain and apply complex technical information on systems processes and interdependencies for technical and non-technical audiences.

7. Communicate clearly and effectively and convey understanding to diverse audiences of technical and functional personnel, orally and in writing.

8. Balance responsibilities for multiple projects and activities to ensure timely, high quality results.

9. Make effective use of query tools to design complex reports using reporting tools such as SQL and Microsoft Access.

10. Prepare clear, concise and comprehensive specifications, reports, studies, documentation and other written materials.

11. Exercise sound independent judgment with policy guidelines.

12. Establish and maintain effective working relationships with managers, power and other users, consultants, vendors 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 administration, management information systems, or a closely related field; and at least three years of progressively responsible experience in conducting business process analyses, performing technical user support and testing and related functions for administrative, business or academic systems; or an equivalent combination of training and experience. Experience in an academic setting 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.

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 complex data, information and documents; analyze and solve complex 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 constant interruptions, and interact with managers, power and other users, consultants, vendors 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.

Revised: March 9, 2009