

**CLASS SPECIFICATION**  
**Business Systems Analyst IV**

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

**GENERAL PURPOSE**

Under direction, manages and coordinates application planning, design and implementation of major modules of the District's enterprise system serving multiple functions and departments; plans, oversees and performs complex business and systems analyses; collaborates with deans, administrators, managers and ACIT staff to ensure development of systems capabilities to achieve operational and service strategies in the most efficient manner; plans, recommends and installs business process and technology solutions; and performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Business Systems Analyst IV is the advanced class in the Business Systems Analyst class series. Incumbents perform a variety of advanced analytical, internal consulting and project leadership/oversight duties to enable multiple stakeholders in the District to achieve business, administrative and academic objectives efficiently and effectively. While the work of this class requires broad based technology knowledge and experience, the focus of an incumbent's work is on developing in-depth understanding of business and operational requirements to formulate effective systems functionalities and sound technology solutions. An incumbent must be able to bring together process experts from multiple departments and ACIT technical specialists to develop agreed-upon solutions and to provide project leadership and oversight required for project success. An incumbent serves as the central point of coordination for significant application problem resolution and change request issues. Work requires demonstrated business analysis capabilities and strong critical thinking and communication skills, as well as the ability to integrate ideas and effort of technical and non-technical project team members to achieve expected results.

**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. Manages applications planning, design and implementation of system upgrades and enhancements impacting multiple business areas or departments; leads and works with functional staff in affected departments or functional areas and ACIT technical staff in the development, implementation and enhancement of major systems such as student administration with several interdependent 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, ambiguous and/or conflicting business process issues; consults with deans, administrators and managers on systems and technology

alternatives capable of addressing and resolving their business process, operational and information management needs; proposes policy, standards, product and/or project directions and strategies; coordinates the development of priorities and works with ACIT staff to align initiatives to these priorities.

2. Consults with and advises deans, administrators and managers on applications development, enhancement and maintenance issues; explains technology and process options and assists in analysis and decision making; analyzes management information needs and recommends data and reporting processes; identifies integration points between modules from a data flow, business process and applications perspective.
3. In collaboration with other business and technical staff, analyzes functional requirements and develops fit/gap analyses; oversees or 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.
4. Develops integrated and comprehensive unit, system and database 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.
5. Tracks and coordinates review of new releases, upgrades, bundles 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 and coordinates problem resolution issues with consultants and third party vendors.
6. Oversees the development of user training; 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 table set ups, data structures and execution of specific processes.
7. Oversees and ensures implementation and adherence to change control procedures; recommends and establishes security roles and permissions.

#### **OTHER DUTIES**

1. Using advanced reporting tools, analyzes, designs and writes specialized queries and custom reports to generate required data and reports on a periodic or ad hoc basis.
2. Interacts with other higher education organizations and consultants to stay abreast of systems and functionality changes and their uses; evaluates applicability to District operations.

## **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, database structures and data management software.
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. Basic principles and practices of internal consulting.
10. Principles and practices of sound business communication.

### **Ability to:**

1. Plan, organize and manage applications planning, design and implementation processes in collaboration with deans, administrators and other staff to achieve identified systems capabilities and improved business processes.
2. Learn quickly, understand and apply user business processes and requirements to the depth needed to consult effectively with managers and users.
3. Perform complex business process analyses and reach sound, logical conclusions regarding essential user needs and requirements.
4. Facilitate and lead user meetings, negotiate understanding and build consensus agreements.
5. Work effectively and collaboratively in a team environment, either as a team member or team leader.
6. Identify information management issues and opportunities, analyze problems and alternatives and develop sound recommendations.
7. Read, interpret, explain and apply complex technical information on systems processes and interdependencies for technical and non-technical audiences.
8. Communicate clearly and effectively and convey understanding to diverse audiences of technical and functional personnel, orally and in writing.

9. Balance responsibilities for multiple projects and activities to ensure timely, high quality results.
10. Make effective use of query tools to design complex reports.
11. Prepare clear, concise and comprehensive specifications, reports, studies, documentation and other written materials.
12. Exercise sound independent judgment with policy guidelines.
13. Establish and maintain effective working relationships with deans, administrators, 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 six years of progressively responsible professional experience in advising clients on technology solutions, conducting business process analyses and performing basic project oversight responsibilities; 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 and lift up to 25 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 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 deans, administrators,

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.

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