

SENIOR BUSINESS SYSTEMS ANALYST

DEFINITION

Depending on assignment, to plan, organize, coordinate professional level work involving the development, maintenance and implementation of best practices, policies and procedures related to information technology initiatives and projects and/or the analysis, design, programming, testing, procurement, installation, troubleshooting, enhancement and maintenance of business application systems and databases; and to perform a variety of professional and technical tasks relative to assigned responsibilities. Positions will be assigned a functional area. Periodically employees may be temporarily assigned duties of other functional areas or rotated based on operational needs.

DISTINGUISHING CHARACTERISTICS

The Senior Business Systems Analyst is the advanced journey level in the Business Systems Analyst class series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series and are required to be fully trained in all procedures related to assigned areas of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from an Information Technology Program Manager.

Exercises technical and functional supervision over professional and technical personnel.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

All Functional Areas:

Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.

Participate in evaluating the activities of staff, recommending improvements and modifications. Provide and coordinate staff training; work with employees to correct deficiencies.

Provide expertise in the use of business applications; identify application problems and solutions through application modifications, business process changes and/or new software applications and products.

Provide project management for major and/or complex system installations and application

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migration; develop and guide project timelines; provide detailed project objectives, system requirements, business process analysis, cost-benefit analysis and assist departments with defining requirements.

Meet and work with stakeholders to elicit and document requirements, support and map business processes, develop functional specifications for system features and create project dashboards.

Provide and/or ensure follow up on trouble calls/tickets; correspond with or meet customers and vendors as needed to understand and resolve concerns; provide training and training materials as necessary.

Facilitate testing, training and rollout of new or modified systems related to area of assignment; seek out, receive and evaluate user feedback.

Develop, configure and maintain websites, web applications and related web-based technology; modify website pages that support department goals and objectives and allow for public interaction; support and troubleshoot web applications.

Represent function on committees, outside organizations, and at staff subcommittees as necessary; coordinate technical support activities with other departments, divisions and outside agencies.

Participate in budget preparation and administration for assigned projects; assist with the annual preparation of division budget.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

Planning Functional Area:

Plan, prioritize, and review the work performed by personnel involved in the research, development and implementation of information technology projects, policies and procedures and business systems application support.

Facilitate and participate in the information technology governance process to review and assess information technology projects and initiatives; establish priorities for initiatives and present reports for the City's leadership team consideration.

Assist in the development and implementation of strategic plans related to information technology projects, procedures and initiatives; prepare Requests for Proposal for services and assist in developing selection criteria; participate in the selection and oversight of consultants and vendors; assist with the negotiation of service level agreements.

Lead IT-PMO effort (Information Technology - Project Management Office); ensure the PPM (Project Portfolio Management) needs of the department are met.

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Support the design, development, presentation and marketing of the department strategic plan.

Participate in strategic planning efforts with respect to improving information technology service delivery.

Develop, implement and train staff on project management principles and practices; create project management tools and templates.

Application Support Functional Area:

Plan, prioritize, and review the work performed by personnel involved in the analysis, design, programming, testing, procurement, installation, troubleshooting, enhancement and maintenance of business applications systems and databases.

Analyze complex data and information trends to support system capacity/performance planning or diagnose issues related to assigned systems; compile and prepare reports and documentation on analysis findings.

Perform installation and configuration duties and related data migration, conversion, testing, maintenance and extraction work; assist in designing and/or creating, implementing and maintaining databases, database tables and database objects; develop database scripts as needed for assigned systems.

Monitor automated system processes; monitor logs and files for evidence of problems or system failures; ensure business resumption after system failures.

Conduct business analysis that includes the evaluation of business processes and identification of business needs and requirements; develop cost benefit analyses related to recommended technical solutions and evaluate risk options; ensure project compliance with City procedures or protocols, budgetary constraints and staff/resource utilization.

Perform various system quality assurance activities; test, troubleshoot and debug system issues using appropriate technology; prepare and execute testing plans to validate functionality and resolve issues.

Perform highly complex and difficult technical work in the definition, design and development of business systems applications related to various municipal services and programs.

Test and implement computer applications and systems; maintain and upgrade existing application systems and interfaces; apply software updates to servers and schedule periodic server cycling; prepare and maintain application documentation; coordinate technical resources in multiple departments; ensure system life cycle process is followed.

Coordinate design, development and implementation processes with system programmers, vendors, network analysts, database administrators, and server administrators to implement new or modified application software.

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Write application and/or system design specifications, design application and/or system flow diagrams, schematics, file structures, reports, forms and menus; prepare a definition of the problem, the desired output, and performance requirements.

Work closely with other Information Technology staff and assigned City departments and divisions to understand and identify user computer system and equipment needs; analyze and evaluate present or proposed business procedures or problems to define enterprise application needs; and implement new or modified application software.

Coordinate the resolution of network hardware, software, and application problems between technical, support and customer personnel.

Assist operating department staff in defining their business information needs and prioritize their requests to ensure that the Information Technology department provides service based on their business strategic direction.

MINIMUM QUALIFICATIONS

Knowledge of:

All Functional Areas:

Advanced principles and practices of information technology systems, systems analysis, programming, and application documentation.

Databases, networks, servers, and operating systems.

Advanced project management methodologies.

Advanced business systems analysis.

Written documentation methods related to highly complex technical work.

Principles and practices of customer service.

Principles and practices of technical and functional supervision and training.

Planning Functional Area:

Advanced use of web tools, including but not limited to, HTML, Javascript, CSS (Cascading Style Sheets), Content Management Systems (CMS), and Customer Relationship Management (CRM) systems.

User interface (UI) design for business systems or applications, maximizing usability and the user experience, on a variety of devices.

Mobile-Friendly and Responsive Design principles and programming.

Application Support Functional Area:

Software development life cycle.

Standards and methods related to computerized data systems and analysis use.

Advanced use of web tools, including but not limited to, html, xml, IIS.

Written documentation methods related to highly complex technical work.

Ability to:

All Functional Areas:

On a continuous basis, know and understand all aspects of the job. Intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Monitor performance of various business systems and applications; develop and modify operating systems application coding; document system methods and changes.

Interpret and explain pertinent information technology and City policies and procedures.

Develop necessary programming and application documentation for business systems and applications.

Prepare a variety of reports and maintain accurate records and files.

Effectively lead cross-functional teams.

Work weekends and evenings as required.

Communicate clearly and concisely, both orally and in writing. Work weekends and/or evenings as required.

Establish and maintain effective working relationships with those contacted in the course of work.

Planning Functional Area:

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Lead efforts related to planning, organizing and coordinating the implementation of best practices related to the implementation of information technology initiatives, and business systems applications.

Map, troubleshoot, and optimize interfaces of business systems and applications, as needed.

Test systems to execute features and integrations for business systems and applications; develop test scripts as needed.

Application Support Functional Area:

Plan, organize and coordinate the implementation of analysis, design, programming, testing, procurement, installation, troubleshooting, enhancement and maintenance of business applications systems and databases.

Develop and manage major and complex projects related to business systems applications, including establishing and maintaining schedules.

Experience and Training

Experience:

Two years of responsible experience performing duties similar to that of a Business Systems Analyst II with the City of Roseville.

AND

Training:

Equivalent to a Bachelor's degree from an accredited college or university, preferably with major course work in computer science, information systems, business management, business information systems, or a related field.

License or Certificate

Possession of a valid California driver's license upon date of appointment.

04-09-22

05-24-17

08-25-12 Senior Business Systems Analyst 07-13-04 Senior Systems Analyst