

## **BUSINESS SYSTEMS ANALYST I**

### **DEFINITION**

Under general supervision, serves as a liaison and assists in a variety of routine responsibilities related to planning, documentation, development, maintenance, analysis, reporting, and implementation of College systems/applications; analyses business and system processes and reporting requirements to identify needs for system enhancements and modifications; prepares documentation and specifications; conducts application testing and performs problem resolution and fixes; provides a variety of user support and training. The incumbent performs a wide variety of projects and assignments, working with end users and development teams to implement technology solutions.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the assigned managerial personnel. Exercises no direct supervision of staff. May provide technical and functional direction to temporary employees or consultants and provides training to staff.

### **CLASS CHARACTERISTICS**

This is an entry-level position within the Business Systems Analyst classification series engaging in a range of routine projects and assignments focused on the development, testing, implementation, and maintenance of enhancements and upgrades to College business requirements, systems, and applications. Incumbents exercise discretion and independent judgment in performing the full range of routine assignments. This position collaborates with users to analyze business requirements and contribute to development teams tasked with implementing technological solutions. Successful performance of the work requires general knowledge of relevant work processes, requirements, and effective communication skills for seamless collaboration with end users, Information Technology (IT) personnel, and other staff to create efficient systems and technology solutions.

The Business Systems Analyst I is distinguished from Business Systems Analyst II in that the latter performs a variety of routine to complex responsibilities and is required to understand and apply professional information systems and business process analysis principles and practices in the development of applications and technology solutions. This position is distinguished from the Business Analyst position in that it has a higher level of responsibility and has access to all Information Technology systems. The incumbents are assigned to the Information Technology Department.

### **EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)**

1. Assists in developing and documenting business processes, utilizing flowcharts and diagrams to understand system capabilities and workflows; utilizes automation techniques to improve efficiency.
2. Analyzes and evaluates routine business functions and processes; utilizes automation techniques to improve efficiency; develops and documents business processes.

3. Performs routine functional configuration tasks for assigned systems/applications; provides technical support for designated applications, analyzes and resolves issues; recommends improvements and enhancements based on analysis.
4. Participates in projects, services, and communications to align with College technology requirements.
5. Collaborates with end-user groups in the planning, coding, testing, and deployment of software and applications; supports integration with existing systems.
6. Provides functional support for designated applications, assists in analyzing and resolving issues; suggests improvements based on analysis.
7. Assists in gathering usability feedback from end-user groups and supports efforts to enhance user experience.
8. Assists in implementing methodologies for data import/export, utilizing reporting tools and database applications; monitors and maintains data integrity for tables, fields, and reports; collaborates with the IT team to address anomalies.
9. Assists in the creation of new databases for data collection, analysis, and reporting; implements quality control methods for database integrity; coordinates with other departments for business process and database development.
10. Assists in coordinating projects and evaluating completed work to ensure alignment with standards and requirements; establishes priorities, assignments, and tracks project progress; assists with tracking the advancement of stakeholders, programmers, vendors, and collaborators.
11. Creates user documentation, procedures, training guides, manuals, and supportive visual aids; conducts training sessions for end-users. Defines and documents business systems processes and transactions to align with the operational workflows as defined by end-users; creates and composes user documentation procedures, training guides, supportive visual guides, and conducts training sessions to users; interprets and explains technical materials to non-technical users.
12. Provides support in coordinating software updates and patches, updates related documentation; assists in gathering and documenting business requirements, specifications, and ongoing application maintenance tasks.
13. Offers consulting services to administrators, managers, and staff on application development and system improvement matters; collaborates with stakeholders and builds productive working relationships.
14. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
15. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
16. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
17. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
18. Prepares and delivers oral presentations related to assigned areas as required.
19. Performs other related or preceding classification duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, antiracist, and accessible academic and work environment.
2. General principles and practices of programming and application generation tools.
3. General understanding of data management, data extraction, and relational database systems.
4. General understanding of project management methodologies and tools.
5. General principles and practices of systems analysis and design.
6. Accepted business process analysis methods, techniques, and tools.
7. Methods and techniques for performing quality assurance testing of systems, troubleshooting, and determining the causes of application problems and errors.
8. Practices and procedures for developing program and user documentation.
9. Programming languages, including JavaScript, Procedural Language for SQL (PL/SQL), and others.
10. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
11. Modern office practices, methods, and computer equipment and applications related to the scope of responsibility.
12. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
13. Techniques for providing a high level of customer service by effectively interacting with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic levels and ethnic groups.

### **Skills and Abilities to:**

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Establish and maintain a variety of filing, record-keeping, and tracking systems.
5. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
6. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
7. Communicate effectively through various modalities.
8. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.

9. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures; understand scope of authority in making independent decisions.
10. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

1. Equivalent to a bachelor's degree from a regionally or nationally accredited four-year college or university with major coursework in business administration, management information systems, computer science, computer information systems, or a related field; and
2. One (1) full-time equivalent year of experience in performing business process analyses and participating in the design, development, and implementation of business applications.

**Desirable Qualifications:**

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

**Licenses and Certifications:**

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, incumbents must have the ability to secure and maintain a valid California driver's license.

**PHYSICAL DEMANDS**

Must be able to work in a standard office setting and use standard office equipment, including technological devices; to communicate with individuals at various College and meeting sites; the ability to understand and comprehend written and electronic materials; the ability to receive, review, and respond to communications in person, before groups, and over and through various media. This is primarily a sedentary office classification although movement between work areas may be required. Positions in this classification occasionally may need to physically reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects weighing up to 20 pounds.

## **ENVIRONMENTAL ELEMENTS**

Incumbents work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Incumbents may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.