

## **BUSINESS SYSTEMS ANALYST II**

### **DEFINITION**

Under general supervision, serves as a liaison and participates in a diverse array of routine to complex responsibilities related to the planning, development, maintenance, analysis, reporting, and implementation of College business systems/applications; including business and systems analysis, creation of business processes aligned with end-user requirements, and adherence to regulatory mandates. Responsibilities encompass activities from initial planning to analysis, design, programming, development, and application/system implementation. The incumbent is involved in operations for maintaining and optimizing assigned database tables and applications, as well as supporting data analysis and reporting strategies.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from the assigned managerial personnel. May provide technical and functional direction and training to staff.

### **CLASS CHARACTERISTICS**

This is a journey-level position within the Business Systems Analyst classification series, focused on routine to complex business process analysis, system application development and maintenance, reporting, and project management. Incumbents exercise a high level of discretion and independent judgment in performing the full range of routine to complex assignments. Successful performance of the work requires knowledge of database applications supplemented by knowledge of the College's information system infrastructure.

The Business Systems Analyst II is distinguished from the Business Systems Analyst III in that the latter acts as a lead and performs a variety of highly complex to advanced analytical, technical, and internal consulting services to formulate effective system functionalities 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. Analyzes and evaluates routine to complex business functions and processes; utilizes automation techniques to improve efficiency; develops and documents business processes.
2. Collaborates with end-user groups to identify, define, and document operational needs and objectives, current operational procedures, problems, input and output requirements, and levels of systems access; gathers usability feedback and enhances end-user experience.

3. 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.
4. Performs routine to complex functional configuration tasks for assigned systems/applications; provides technical support for designated applications, analyzing and resolving issues; recommends improvements and enhancements based on analysis.
5. Coordinates projects and evaluates 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.
6. Participates and coordinates projects, services, and communications to align with College technology requirements; monitors and adapts activities based on progress.
7. Interfaces with users to interpret and clarify routine to complex functional configuration details and process change requirements; coordinates software updates and patches, evaluating impacts.
8. Offers consulting services to administrators, managers, and staff on application development and system improvement matters.
9. Gathers and documents business requirements, creates detailed specifications, configures required settings, and assists in ongoing application maintenance; coordinates and executes quality assurance testing activities.
10. Coordinates with other departments to facilitate process and database development.
11. Assists in the creation of new database tables for data collection, analysis, and reporting; defines data rules and relationships, implementing quality control methods to ensure the integrity of the database system.
12. Collaborates in the planning, coding, testing, and deployment of software and applications; supports integration with existing systems; implements methodologies for data import/export, utilizing reporting tools and database applications.
13. Monitors and maintains data integrity and quality for tables, fields, and reports; conducts testing and debugging of applications; flags issues for resolution; collaborates with IT team to rectify anomalies.
14. Utilizes techniques such as data extraction, scripting, macros, and batch files to automate production tasks, enhancing overall efficiency.
15. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
16. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
17. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
18. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
19. Prepares and delivers oral presentations related to assigned areas as required.
20. 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. Routine to complex data systems concepts and structures, reporting relationships, data analysis methods, design, practices, and procedures.
3. Principles and practices of data collection, programming and application generation tools, and report preparation.
4. Routine to complex data management, data extraction, and relational database systems theory, principles, techniques, and practices.
5. Research and reporting methods, techniques, and procedures.
6. Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
7. Modern office practices, methods, and computer equipment and applications relevant to the scope of responsibility.
8. Programming languages, including JavaScript, Procedural Language for SQL (PL/SQL), and others.
9. Principles and practices of business process, project management methodologies and tools, and system analysis.
10. Techniques for effectively representing the College in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
11. 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. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
5. Establish and maintain a variety of filing, record-keeping, and tracking systems.
6. Analyze business requirements and provide technical/functional consulting services.
7. 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.
8. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
9. Communicate effectively through various modalities.

10. 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.
11. 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. Two (2) full-time equivalent years of professional experience developing business process analyses and design, development/coding 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.