

BUSINESS SYSTEMS ANALYST III

DEFINITION

Under general supervision, undertakes a diverse array of highly complex to advanced responsibilities related to the planning, development, maintenance, analysis, reporting, and implementation of College business systems/applications; evaluates and creates business processes that align with end-user requirements, as well as adhering to various regulatory mandates at federal, state, College, local, and departmental levels; evaluates and engages in the operations necessary to establish, maintain, and optimize assigned database tables and applications; develops test plans, executes test cases, and maintains data analysis and reporting strategies to enhance and support reporting requirements and data tracking needs; collaborates with staff, managers, and vendors to ensure development of system capabilities align with operational objectives.

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 an advanced journey position within the Business Systems Analyst classification series, leads and performs a variety of highly complex to advanced business process analysis, development and maintenance of system applications, reporting, project management, and change management activities. Incumbents exercise a high level of discretion and independent judgment in performing the full range of highly complex to advanced assignments. Successful performance of the work requires highly advanced knowledge of database applications, supplemented by comprehension of the College's information systems infrastructure.

The Business Systems Analyst III is distinguished from the Business Systems Analyst II in that the former has an expanded role as a lead and performs highly complex to advanced analytical, technical, and internal consulting services to formulate effective system functionalities and technology solutions. In addition, incumbents have an expanded role in project and change management activities. This position is distinguished from the Business Analyst position in that it has a higher level of responsibility and has access to all assigned Information Technology systems. The incumbents are assigned to the Information Technology Department.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans, oversees, and performs highly complex to advanced business and systems analyses; develops business processes to facilitate data maintenance, access, and retrieval.
2. 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.

3. Leads and participates in specialized tasks integral to the lifecycle of application/system management that encompasses activities ranging from initial planning, thorough analysis, and innovative design, to hands-on programming, ongoing development, enhancements, and seamless implementation of applications/systems.
4. Defines data rules and relationships, implementing quality control methods to ensure the integrity of the database system.
5. Leads and coordinates projects, services, and communications to align with College technology requirements concerning system and application development, ensuring seamless and efficient operations; monitors, assesses, and adapts activities based on project advancement, requirements, and challenges to maintain optimal progress.
6. Collaborates and engages in the planning, coding, testing, and deployment of software and applications; ensures seamless integration of new and updated software applications with existing systems.
7. Offers technical support for designated applications, addressing and resolving application issues; analyzes system complications, including system documentation and production outcomes, to diagnose and propose solutions; suggests necessary changes based on analysis; collaborates with vendors and application owners to solve intricate procedural, operational, and technical challenges.
8. Collaborates with end-user groups to gather usability feedback, enhancing the end-user experience and promoting end-user adoption through effective communication and training initiatives.
9. Devises methodologies and applications for importing and exporting data for analytical purposes; utilizes a range of reporting tools and database applications to retrieve necessary information as required by staff.
10. Strategizes, devises, and creates new database tables to facilitate data collection, analysis, and reporting needs.
11. Monitors, and maintains data integrity for tables, fields, reports, and associated systems; collaborates with the Information Technology (IT) team to implement scripts for rectifying data anomalies.
12. Leads and coordinates with other departments and staff to facilitate the resolution of implementing and scheduling new and/or modified business processes and the development of new modified database processes and reporting requirements.
13. Leads and coordinates projects and evaluates completed work to ensure precision, thoroughness, and alignment with established standards, requisites, and protocols.
14. Establishes priorities, assignments, and time projections, while overseeing and tracking the advancement of stakeholders, programmers, vendors, and collaborators to meet project duties, milestones, quality standards, and resource expectations.
15. Leads and evaluates the implementation of new releases, upgrades, bundles, and patches; expands documentation to identify impacted modules and processes, evaluating change impacts and assessing integration issues.
16. Collaborates with and offers consulting services to staff regarding application development, systems improvement, and maintenance matters; clarifies technological and process alternatives, aiding in their analysis and decision-making processes.

17. Gathers and documents business requirements, creates detailed specifications, configures required settings, provides testing assistance, and assists in ongoing maintenance and support of installed applications; executes comprehensive testing unit, integration, and acceptance to identify and resolve issues across all environments.
18. Ensures the integrity and quality of system data, promptly flagging system issues and errors to application developers for resolution; conducts comprehensive testing and debugging of applications to verify data accuracy.
19. Utilizes techniques such as data extraction, scripting, macros, and batch files to automate production tasks, enhancing overall efficiency.
20. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
21. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
22. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
23. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
24. Prepares and delivers oral presentations related to assigned areas as required.
25. 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. State-of-the-art information systems as applied to large, highly complex to advanced administrative or educational organizational environments.
3. Principles and techniques of computer systems and software architectures.
4. Project management methodologies and tools, including effective change management.
5. Principles, practices, and methods of highly complex to advanced business process and system analysis, including business modeling using data and process flow diagrams.
6. Creating, normalizing, and securing database tables using various database software.
7. Programming languages, including but not limited to JavaScript, PowerShell scripting, and PL/SQL.
8. Proficiency in research and reporting methods, techniques, and protocols.
9. Comprehension of data collection principles, along with report preparation techniques.
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. Analyze informational requirements and needs, identify problems, provide technical advice and consultation, and ensure efficient application/system utilization.
5. Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
6. Establish and maintain a variety of filing, record-keeping, and tracking systems.
7. Analyze business requirements and provide technical/functional consulting services.
8. 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.
9. Learn and apply emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
10. Communicate effectively through various modalities.
11. 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.
12. 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. Four (4) full-time equivalent years of professional experience developing business process analyses and design, development/coding and implementation of business applications; or
3. An equivalent combination of training and experience.

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.