

BUSINESS SYSTEMS ANALYST

CLASS SUMMARY

Under minimum direction, serves as liaison to and performs difficult to complex business and systems analysis of current business practices, processes and work flows in assigned departments or business areas and recommends modifications to facilitate integration with designated enterprise system modules ; develops testing and implementation plans for new systems, enhancements and upgrades; ensure compliance with specifications.

REPRESENTATIVE DUTIES

- Acts as technical lead and serves as liaison between functional staff in assigned departments or functional areas and ITS technical staff in the development, implementation and enhancement of designated enterprise systems modules; leads and facilitates the analysis of business processes, practices and work/data flows for improvements and to ensure effective operations using enterprise system ; identifies integration points between modules from a data flow, business process and applications perspective.
- In collaboration with other business and technical staff, analyzes essential functional requirements and develops fit/gap analysis; translates user expectations into technical specifications and customization projects; defines scope and deliverables; develops priorities and time estimates; monitors the project tasks to meet time, quality and resource expectations.
- Develops unit and system 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.
- Tracks and coordinates review of new releases, upgrades 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 ITS staff to develop solutions for complex and ambiguous situations; receives and resolves or creates trouble tickets to resolve applications and operational problems.
- Trains users on systems processes specific to business areas; prepares user documentation, written procedures, training guides, manuals and materials for users and support staff; Instructs users on set up and execution of specific processes.
- Using advanced reporting tools (such as SQL, Crystal reports), analyzes, designs and writes specialized queries and custom reports to generate required data and reports on a periodic or ad hoc basis.

BUSINESS SYSTEMS ANALYST CONT'D

- Provides systems support as required; publishes business process documentation to departmental websites, including content management applications; delegates systems support duties to functional users as needed.

ORGANIZATIONAL RELATIONSHIPS

This position reports to the designated supervisor or administrator.

DESIRABLE QUALIFICATION GUIDE

Training and Experience

A bachelor's degree in Information Technology, Computer Science, Business administration, or related field and three years of progressively responsible experience in conducting business process analyses, performing technical user support and testing and related functions for administrative, business or academic systems.

Knowledge and Abilities

Knowledge of application programming & database administration; programming principles, procedures, techniques, database concepts and a full range of computers; integrated enterprise-level information systems; principles and techniques of systems design and analysis; transaction processing; principles, practices and language of computer operations; capabilities and limitations of computers and auxiliary equipment; testing and troubleshooting DBA related problems; produce, finalize and check work efficiently; participate in the formulation of long range development plans and in conferences; contribute to the preparation of new computer systems; maintain effective and cooperative working relations with departmental staff, administrators, management and vendors; write clearly and concisely.

WORKING CONDITIONS

This position requires ability to use computer workstations throughout the workday.