CLASS SPECIFICATION
Senior Business Systems Analyst

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general supervision, performs a variety of advanced business systems analyses; works with customers to understand and assist them in addressing business and operational issues and problems; performs project leadership responsibilities for assigned projects; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Senior Business Systems Analyst is an advanced journey-level class. Incumbents are responsible for working with bureau internal customers to translate business and operational requirements into designs and specifications for workable information technology solutions. Incumbents analyze and document business and work processes, information needs and reporting requirements, evaluate process improvements and develop systems solutions to meet bureau requirements. Incumbents develop, report and coordinate applications development and other information technology services to meet bureau requirements and specifications.

Senior Business Systems Analyst is distinguished from Business Systems Analyst in that incumbents in the former class perform advanced journey-level business and database analysis and design assignments and frequently serve in a project leadership role.

Senior Business Systems Analyst is distinguished from the Applications Analyst class in the professional Information Technology job family in that incumbents in this class do not perform applications programming functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Interviews customers and analyzes business rules and process requirements; identifies and analyzes complex, ambiguous and/or conflicting work process, information management and reporting issues; develops and refines business process and entity relationships; consults with customers on systems and process alternatives capable of addressing and resolving their business needs; recommends work process and/or operating changes to complement technology options; translates business needs into computer software designs.

2. Analyzes system data, processes and system interactions to identify and evaluate: impacts of maintenance and enhancement changes to on-going production; methods for accessing, using and/or migrating data; alternatives for establishing interfaces with applications utilizing newer hardware,

software and communication technologies; and conversion of legacy systems to new technologies; develops specifications for system enhancements and maintenance projects.

3. Designs or leads a project team in developing new or enhanced systems and processes; evaluates design and technology alternatives; evaluates vendor product packages and determines their fit with customer requirements; recommends hardware, network and/or software characteristics and requirements; writes system requirement and/or specification documents.

4. Meets with customers to: develop and refine systems requirements, evaluate the cost benefit of business process/technology alternatives, gain agreement on project deliverables, metrics and service levels, determine and resolve problems, seek customer cooperation, involvement and action to achieve objectives and report on project progress; serves as an advocate for customer needs with Information Technology staff; stays abreast of developments in customer areas to anticipate emerging information management, operations and public service needs.

5. When serving as project leader: defines project scope and boundaries; performs critical path analyses and sets project priorities; develops project task lists and time estimates; performs cost benefit analyses; establishes project metrics; oversees and coordinates completion of project tasks to meet time, quality and cost expectations; meets with customers to review project status and resolve development/implementation issues.

6. Defines application data requirements; identifies data sources; diagrams data flow and data relationships; in consultation with bureau customers and BIT data management and database administration staff, leads and facilitates the logical design of applications databases; develops database specifications; defines file/table structures; analyzes systems interface requirements, coordinates the exchange of data with other agencies and the integration and migration of data between databases; uses query tools to develop and generate reports; recommends applications security protocols and privileges; may perform basic database maintenance, administration and recovery on applications databases.

7. Designs the parameters for test environments and testing scenarios; participates in conducting systems tests and conversion and installation processes; identifies types and causes of test problems and work with customers and IT staff to recommend and implement solutions; ensures performance of all quality assurance reviews are completed successfully; ensures newly installed applications are functioning correctly; proposes disaster recovery plans.

8. Trains bureau customers on how to use new applications; coordinates customer support for assigned applications; develops customer manuals for applications.

9. Coordinates and integrates assigned work with other staff responsible for applications development, data management and database administration, systems administration and network administration to ensure application design and functionality is consistent with all bureau requirements and specifications; evaluates work products and hardware/software interfaces developed by outside contractors for conformance with bureau requirements.

OTHER DUTIES

1. Develops analyses and special reports and other materials as requested.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles and methods of systems analysis, including business process and entity relationship analysis tools and methods.
2. Systems design principles, methodologies and tools, including those applicable to client server environments.
3. Applicable program area and related regulations, policies, and procedures.
4. Basic database theory, design rules and development practices, including data modeling, data flow and entity relationship analysis.
5. General functions, capabilities, characteristics and limitations of standard computer platforms and devices as they apply in performing business and systems analyses.
6. Principles and practices of sound business communications.
7. Project management methods, tools and techniques.
8. Standard PC software packages, including word processing, spreadsheet, database and flow-charting.

Ability to:

1. Perform business process analyses and reach sound, logical conclusions regarding customer needs and business requirements.
2. Understand and apply the analysis of functional requirements to the development of systems proposals, specifications and recommendations for efficient, cost effective systems and technology solutions.
3. Facilitate and lead bureau customer meetings and negotiate understanding and agreement.
4. Provide lead work direction and perform project management responsibilities; work collaboratively with team members, BIT and other information systems staff and customer groups to ensure project accountability.
5. Balance responsibilities for multiple projects to ensure timely results in accordance with bureau quality standards.
6. Troubleshoot, diagnose and resolve complex systems analysis problems; evaluate alternatives and make sound independent decisions within established guidelines.
7. Communicate clearly and effectively to diverse audiences of technical and non-technical personnel orally and in writing.
8. Plan and conduct effective customer training programs.

9. Prepare clear, concise and accurate documentation, reports of work performed, project management reports and other written materials.
10. Translate between customers and information systems professionals to ensure all parties understand, in their terms, systems needs, requirements and technology parameters and constraints.
11. Keep technical skills current to meet continuing business and systems analysis assignments.
12. Establish and maintain effective customer focused working relationships with managers, customers, BIT and other information technology staff, vendors, consultants, employees and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in computer science, management information systems or a closely related field; and at least five years of progressively responsible experience in systems analysis or a closely related field; or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2001. This class is composed of positions from the following class(es):
0972 PROGRAM MANAGER IV. Adopted: 07-01-92

Revised: 12-01-04 (Included knowledge of program area)

June 2009 - Change Job Class number from 7122 to 30000449, due to system change.