

**CLASS SPECIFICATION**  
**Principal Business Systems Analyst**

FLSA Status: Exempt  
Union Representation: Nonrepresented

**GENERAL PURPOSE**

Under general supervision, oversees the bureau aspects of the development and operation of one or more major, complex business systems which support significant bureau and outside agency functions; manages bureau technology-related relations with outside vendors and the Bureau of Technology Services (BTS); establishes and implements business systems policies and procedures; performs or oversees bureau business system maintenance and operations functions; performs advanced business systems analyses; works with customers to understand and assist them in addressing business and operational issues and problems; performs project leadership responsibilities; may supervise business systems staff; performs related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

Principal Business Systems Analyst (BSA) is a professional level class. Incumbents serve as the primary bureau resource with responsibility for caring and advocating for the bureau's technological needs. Incumbents also perform business systems analyst functions such as translating business and operational requirements into system specifications, recommending process improvements and guiding the development of systems solutions to meet bureau requirements. Principal BSA's are typically found in bureaus with large complex bureau business systems, which often have the added complexity of being utilized by other City bureaus, outside agencies or the public, such as Computer-Aided Dispatch, TRACS or Maximo. Incumbents may supervise a small staff of lower level business systems analysts or administrative positions assigned to the business systems function.

Principal Business Systems Analyst is distinguished from Senior Business Systems Analyst in that incumbents in the former class have a higher level of responsibility for managing bureau technology-related relations with internal and external technical support staff and for serving as the primary bureau advocate for insuring that bureau business systems needs are met.

Principal Business Systems Analyst is distinguished from the Applications Analyst and Information Systems Analyst classifications in that incumbents in Business Systems Analyst job family do not perform applications programming functions or other technical support 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. Manages bureau technology-related relations with internal and external technical support staff; maintains close contact with BTS and vendors to insure that needs and specifications are clear, priorities are set, issues are raised and addressed and that the bureau's technological needs for assigned business systems are being met; monitors compliance with business

requirement specifications; monitors vendors providing systems and support services for bureau systems; manages and administers bureau aspects of IT vendor contracts; coordinates BTS support activities and administers service contract between BTS and bureau; coordinates with vendors, users, bureau managers, partner agencies and other City bureau personnel to support the operational needs of business systems; stays abreast of developments in bureaus and stakeholder operations to anticipate emerging and strategic business system needs.

2. Supervises and participates in the bureau operation and administration of one or more significant and complex bureau business systems; oversees the bureau aspects of system operations, access, maintenance, security and disaster recovery plans; provides customer training; develops business system policies and procedures within BTS and industry standards; analyzes and mitigates impact of system maintenance and enhancements on bureau operations; designs testing scenarios and conducts system tests; identifies types and causes of problems and works with customers and technical staff to resolve them; ensures quality assurance reviews are completed successfully; ensures newly installed applications are functioning correctly.
3. Leads or performs business process analysis; interviews customers; analyzes business rules, complex work processes and business requirements and clarifies ambiguities; consults with customers on systems and process alternatives capable of addressing business needs and complementing technology options; assists partner public agencies to identify and analyze needs and work processes and to adopt process changes and technology to enhance performance of business systems.
4. Leads or performs business systems analysis; develops and refines systems requirements; translates business needs into computer software designs; evaluates design and technology alternatives; evaluates vendor product packages and determines their fit with customer requirements; recommends hardware, network and/or software business characteristics and requirements; writes system requirements and/or specification documents; provides vendors and BTS staff with business requirements and specifications; coordinates design and programming with vendors or BTS staff.
5. Manages projects; defines project scope and boundaries; performs critical path analyses; sets project priorities; develops project task lists and time estimates; performs cost benefit analyses; establishes and gains agreement on project deliverables and metrics; oversees and coordinates completion of project tasks to meet time, quality and cost expectations; meets with customers to seek customer cooperation, involvement and action to achieve objectives, to review project status and to resolve development/implementation issues; presents project reports to bureau management and other audiences; identifies problem areas and recommends solutions.
6. Defines application data requirements; identifies data sources; diagrams data flow and data relationships; in consultation with bureau customers and BTS 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.

## **OTHER DUTIES**

1. May supervise other business systems analyst or support staff.
2. May be required to carry a pager, cell phone and/or lap top after work hours to respond to emergencies either remotely or on site.

## **MINIMUM QUALIFICATIONS**

### **Knowledge of:**

1. Principles and methods of business process analysis and documentation.
2. Systems analysis and design principles, methodologies and tools.
3. Bureau programs and operational functions and related regulations, policies, and procedures.
4. Operational characteristics of systems and applications found in assigned program area.
5. Project management methods, tools and techniques.
6. Basic database theory, design rules and development practices, including data modeling, data flow and entity relationship analysis.
7. Basic principles and practices of system testing and security administration.
8. General functions, capabilities, characteristics and limitations of standard computer platforms and devices as they apply in performing business and systems analyses.
9. Principles and practices of sound business communications.
10. Service contract management and oversight.
11. Principles of supervision, training and performance evaluation.
12. Standard PC software packages, including word processing, spreadsheet, database and flow-charting.

### **Ability to:**

1. Advocate for bureau business technology needs with vendors and technical staff.
2. Oversee the operations of a complex business system, including security, access, maintenance and disaster recovery.
3. Perform business process analyses and reach sound, logical conclusions regarding customer needs and business requirements.
4. 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.

5. Translate between customers and information systems professionals to ensure all parties understand, in their terms, systems needs, requirements and technology parameters and constraints.
6. Facilitate and lead bureau customer meetings and negotiate understanding and agreement.
7. Provide lead work direction and perform project management responsibilities; work collaboratively with team members, BTS, vendors and customer groups to ensure project accountability.
8. Balance responsibilities for multiple projects to ensure timely results in accordance with bureau quality standards.
9. Troubleshoot, diagnose and resolve complex business systems analysis problems; evaluate alternatives and make sound independent decisions within established guidelines.
10. Plan and conduct effective customer training programs.
11. Prepare clear, concise and accurate documentation, reports of work performed, project management reports and other written materials.
12. Keep technical skills current to meet continuing business and systems analysis assignments.
13. Establish and maintain effective customer focused working relationships with managers, customers, BTS 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 seven 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.

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**Class History:**

Adopted: December 1, 2010