CLASS SPECIFICATION
Housing Business Systems Analyst

FLSA Status: Exempt
Union Representation: AFSCME – Housing

GENERAL PURPOSE

Under general supervision, performs difficult and responsible work process analyses; develops customer requirements specifications, systems interfaces and test plans; works with Portland Housing Bureau staff, staff from other bureaus and software vendors to translate business needs into computer software designs; trains customers on new applications and processes; and performs related duties as assigned.

NOTE: This classification is used exclusively in the Portland Housing Bureau (PHB).

DISTINGUISHING CHARACTERISTICS

Housing Business Systems Analyst performs a variety of journey-level assignments while working with bureau internal/external customers and software vendors to translate business and operational requirements into designs and specifications for workable information technology solutions. Incumbents conduct business and work process analyses, analyze data requirements and reporting needs and develop recommended systems solutions to meet bureau requirements. Incumbents participate in conducting systems tests to ensure conformance with systems specifications and work with others to resolve problems identified.

Housing Business Systems Analyst is distinguished from Housing Assistant Business Systems Analyst in that incumbents in the former class are responsible for systems analyses and development activities for the Bureau or systems applications and processes that are complex and of significant operational impact.

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; meets with customers to discuss systems and process alternatives capable of meeting their business needs; recommends work process and/or operating changes to complement technology solutions; translates business needs into computer software designs.

2. Analyzes system data, processes and system interactions; identifies alternatives for establishing systems and data interfaces and converting legacy systems to new technologies; develops specifications for assigned elements of system enhancements and maintenance projects.

3. Participates in evaluating vendor product packages and their fit with customer requirements; researches and recommends hardware, network and/or software characteristics and requirements; writes system requirement and/or specification documents.

4. Meets with customers on assigned projects or project components 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.

5. 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, facilitates and/or participates in the logical design of applications databases; develops database specifications; defines file/table structures; analyzes systems interface requirements, coordinates the integration and migration of data between databases; uses query tools to develop and generate reports; may perform basic database maintenance, administration and recovery on applications databases.

6. 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.

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

8. Coordinates and integrates assigned work with other team members; evaluates work products and hardware/software interfaces developed by outside contractors for conformance with bureau requirements.

9. Diagnoses problems found with software and recommends solutions.

OTHER DUTIES

1. May lead and coordinate software customization projects and ensure quality product and timely completion.

2. 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. Applicable program area and related regulations, policies, and procedures.

3. Systems design principles, methodologies and tools, including those applicable to client server environments.
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. Standard PC software packages, including word processing, spreadsheet, database and flow-charting.
8. Basic project management methods, tools and techniques.

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. Work collaboratively with team members, BIT and other information systems staff and customer groups to ensure project accountability.
4. Learn new software products and develop customization designs.
5. Balance responsibilities for multiple projects to ensure timely results in accordance with bureau quality standards.
6. 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 own 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 three 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: 04-27-11

This class is composed from positions within the following class:
30000448 Business Systems Analyst
Adopted: 07-01-02