

CLASS SPECIFICATION
Principal SAP Business Systems Analyst

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general supervision, performs complex system configuration to accomplish business process functions and leads a team of business systems analysts assigned to multiple system modules in the maintenance, development and operation of an integrated relational information system; works with customers to perform advanced business process analysis and address business and operational issues and problems; performs project leadership responsibilities for assigned projects; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Principal SAP Business Systems Analyst (BSA) is an advanced professional-level class. Although incumbents do not perform IT applications programming, the Principal SAP BSA works on a highly configurable system and is responsible for configuring the system to accommodate customers' business needs. The incumbent must assess the implications of configuration on other modules in an integrated system and other business processes; the complexity of issues and the formal review, approval, documentation and testing processes that surround configuration work are similar to those found on IT programming projects.

The Principal SAP Business Systems Analyst oversees and leads a team of business systems analysts who are also performing various levels of configuration and customer service and the Principal SAP BSA must provide oversight, planning, direction, training and guidance to insure that system changes and ongoing operations are conducted in an appropriate manner. This gives the Principal SAP BSA direct responsibility for several modules in a highly integrated system with City-wide impact. Understanding the integration of these modules and the business processes they support is critical.

Principal SAP Business Systems Analyst is distinguished from Senior Business Systems Analyst in that incumbents in the former class perform the highest level of business process & requirement analysis, perform the most complex system configuration and lead the most difficult, complex or sensitive projects.

Principal SAP 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. Designs, tests and implements complex configuration changes to system modules, related software and interfaces to meet end user business requirements; performs advance level business requirement gathering and process design; troubleshoots and resolves post-implementation configuration issues; ensures that impact of change on other modules and business processes is fully analyzed and accommodated;
2. Serves as technical and functional lead over multiple system modules and the staff assigned to those modules; plans, prioritizes, delegates and reviews the work of assigned staff; establishes schedules and methods for achieving goals and objectives; tracks issues; assists staff with complex business process and configuration analyses and customer discussions; monitors modules and business processes for system and process efficiencies; looks for opportunities for continuous improvement; maintains awareness of trends and developments with the current system, and with the business processes supported by the system and anticipates future system needs; ensures documentation of system operations, changes, maintenance, rules.
3. Provides ongoing functional support for assigned system modules; troubleshoots and resolves reported problems; communicates with internal and external resources to coordinate problem clarification and resolution; tracks issues and documents solutions; assists with report generation; creates reports, charts, downloads and other materials from system data to meet City reporting needs.
4. Responds to approved change requests or requests for new functionality; interviews customers to insure understanding and documentation of business requirements; analyzes business rules, process and data requirements; identifies and analyzes complex, ambiguous or conflicting work process, information management and reporting issues; analyzes current system capabilities and interrelationship between new requirements and existing functionality; researches solutions and resources; consults with customers on systems and process alternatives capable of addressing and meeting their business requirements; recommends work process and/or operating changes to complement technology options; translates business requirements into configuration designs; provides assistance with cost benefits analysis.
5. Meets with customers to develop and refine systems requirements; gains agreement on project deliverables, metrics and service levels; determines and resolves problems; seeks customer cooperation, involvement and action to achieve objectives; reports on project progress.
6. As assigned, serves as project lead over all aspects of design, development and implementation of configuration projects (changes and new functionality); determines and assesses business process needs; identifies and allocates resources; sets project priorities, goals and objectives; prepares project cost estimates; develops project task lists and time estimates; manages project schedule and communications; ensures development of training materials; prepares task orders and manages vendor services as needed.
7. Designs and reviews testing scenarios; participates in conducting systems tests ; identifies types and causes of test problems and work with customers to recommend and implement solutions; ensures quality assurance reviews are completed successfully; ensures newly installed configuration is functioning correctly.

8. Provides customer support and assistance to end users; provides guidance on system use, business processes and methods for correcting errors or problems; provides functional assistance with updating and maintaining system data; contributes to adherence to critical operating guidelines and established business processes; ensures training on modules and business processes is developed and updated; provides training and support sessions to end users.

OTHER DUTIES

1. Attends and participates in professional group meetings, stays current on trends and innovations in the field of information systems and the current system.
2. May supervise staff, including other levels of business systems analysts and support staff.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles and methods of business process consultation and analysis, including business process re-engineering, customer management, conceptualization and change management as applied to system design and configuration.
2. Advanced methods of systems design and complex configuration of system modules in a highly integrated relational application.
3. Applicable program area and related regulations, policies, and procedures.
4. Principles and practices of sound business communications.
5. Project management methods, tools and techniques.
6. Standard PC software packages, including word processing, spreadsheet, database and flow-charting.

Ability to:

1. Analyze complex operational and organizational problems, evaluate alternatives and reach sound, logical conclusions regarding customer needs and business requirements and system recommendations.
2. Perform and test complex configuration of system modules.
3. Plan, organize, assign, coordinate and review the work of others.
4. Supervise and/or lead technical and support staff.
5. Collaborate effectively with customers, system staff and BTS staff in business process development, configuration design, system update coordination and timely resolution of production system issues.
6. Facilitate and lead meetings with business process owners and stakeholders to develop cooperative decisions and negotiate understanding and agreement.

7. Perform project management responsibilities; work collaboratively with team members, BTS and other information systems staff and customer groups to ensure project accountability.
8. Balance responsibilities for multiple projects to ensure timely results in accordance with quality standards.
9. Communicate clearly and effectively with all levels of employees and with diverse audiences of technical and non-technical personnel orally and in writing. Present conclusions and recommendations effectively.
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. Translate between customers and information systems professionals to ensure all parties understand, in their terms, systems needs, requirements and technology parameters and constraints.
13. Keep technical skills current to meet continuing business and systems analysis assignments.
14. Establish and maintain effective 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, business management or a closely related field; and at least eight years of progressively responsible experience in integrated system configuration, business process analysis, 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: Passed by Council on May 19, 2010 with an effective date of April 23, 2010.