

**COUNTY OF SOLANO**  
**BUSINESS SYSTEMS ANALYST**

Est. 01/07

**DEFINITION**

Under general direction, identifies plans, analyzes, develops, tests and implements information technology system solutions to address the business needs of Solano County Departments.

**CLASS CHARACTERISTICS**

Incumbents in this class work in partnership with departments and IT technical staff on a variety of projects relating to departmental system needs. Incumbents exercise broad discretion in determining the work methods and assignments. This position is distinguished from the Systems Analyst in that the Business Systems Analyst focus is primarily on systems and technology planning for the assigned business unit(s), information engineering, and conceptual and logical system design. This includes gathering and documenting functional business system requirements in the implementation of technology projects; the analysis of system structure, system configuration, workflow and work processes; and, business process re-engineering. This position functions within the framework of County Information Technology standards.

**SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Systems and Programming Manager, the IT Finance & Administration Manager, and may receive functional direction from a department director/manager.

May provide functional and/or technical guidance to project teams or newly hired employees.

**EXAMPLES OF DUTIES** - *Duties may include but are not limited to the following:*

Performs requirements gathering, workflow analyses, data modeling and logical system design to resolve business problems and exploit integrated technology opportunities.

Plans and performs business systems analysis of major business activities and functions.

Develops specific technology plans with assigned departments within established County Technology standards, as a department/customer interface and liaison.

Creates formal documentation of functional specifications describing customer business requirements.

Provides cost/benefit analyses and IT project justifications; provides input into budget preparation and assists in monitoring project budgets.

Researches new hardware and software requests and ensures that procurement procedures are followed.

Plans and executes application unit, integration and acceptance testing in conjunction with users and technical resources; writes test plans and use cases; writes system documentation

Identifies business application and integrated technology opportunities and solutions for resolving business problems. Prepares reports and cost-benefit justifications.

Assists with the development of cost estimates, cost/benefit analyses and IT project justifications, and assists with the development of funding requests and proposals.

Advises customers on best practices, application customizations and interface strategies; designs customizations where needed in collaboration with the customer and the technical team.

Performs packaged software fit-gap analysis.

Performs or facilitates system set up and configuration activities.

Designs and creates reports or data marts.

Writes training curriculum and trains department end users in new system applications.

May serve as team lead for assigned projects. Facilitates and/or works as a member of cross-functional teams to address and analyze business requirements and automated systems issues, along with other developmental aspects of assigned projects.

Consults with assigned departments on IT security policies, standards, procedures and guidelines. Identifies security and application access needs for department; assists with the development of departmental security definitions and profiles; identifies and develops recommendations for other system controls.

## **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

### **Knowledge of:**

Business systems applications and business best practices

Methods of developing business process specifications

Methods, metrics, tools and techniques of business process reengineering.

Systems development life cycle (SDLC) concepts used to plan, develop, implement, operate and maintain information systems

Database management systems and their application

Principles and techniques of software and systems quality assurance and control

Principles and practices of producing effective project documentation including business functions and technical systems and processes

Principles and practices of project management for business systems implementations or change management projects

Principles, practices and techniques of customer service and project management

Methods of technical planning; systematic approach(s) to problem solving

Team dynamics and team building

**Ability to:**

Learn and understand the business processes and needs of assigned departments and develop subject matter expertise

Synthesize complex technical information and communicate it clearly to non-technical audiences.

Analyze, evaluate and implement systems solutions to improve client's business processes.

Analyze complex business problems and develop appropriate systems and business process recommendations/solutions

Develop and document business and technical processes, functions and procedures.

Trouble shoot production issues and use trouble shooting and trace tools.

Map business processes and compare those processes to industry best practices.

Work effectively in a diversified team environment; guide and support project team members; use appropriate style and approach to ensure team cohesiveness and cooperation

Operate a variety of usual and specialized software programs to include word processing, spreadsheets, and specialized databases at a level sufficient for successful job performance.

Work independently within established County guidelines

Communicate clearly and concisely, both orally and in writing

Establish and maintain effective working relationships with those contacted in the course of work

**Skills to:**

Operate a variety of usual and specialized software programs to include word processing, spreadsheets, and specialized databases at a level sufficient for successful job performance.

**Experience and Education/Training**

**Experience**

Three (3) years of full-time experience in business systems analysis, business process re-engineering, workflow analysis, data modeling, or system implementation/upgrade activities, or a combination of the above functions.

**Education**

A Bachelor's degree in Computer Science, Management Information Systems, Business Administration, Accounting, or in a closely related field is required.

**SPECIAL REQUIREMENTS**

Possession of a valid California Driver's License, Class C

**SUPPLEMENTAL INFORMATION**

Independent travel may be required.

Incumbents are required to work outside normal business hours.

Candidates for positions in this class will be required to pass a background investigation in accordance with applicable law, regulation, and/or policy.

**ADA COMPLIANCE**

**Physical Ability:** Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Requires sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as typing, data entry and/or use of other office equipment.

**Sensory Requirements:** Some tasks require visual perception and discrimination.

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Director of Human Resources

**Established Date:** January, 2007