

## **BUSINESS PROCESS AND SYSTEMS ANALYST**

### **DEFINITION**

Under general direction, provides functional assistance in information systems development, design, maintenance, evaluation, and support; leads problem resolution and process improvement for end users. Analyzes, evaluates, and trains end users on various computer systems, including enterprise-wide systems.

### **SUPERVISION RECEIVED/EXERCISED**

Receives supervision from a Manager or designee. Exercises no supervision; however, this class provides lead direction.

### **DISTINGUISHING CHARACTERISTICS**

The Business Process and Systems Analyst is a professional level class. Incumbents perform a variety of duties related to providing functional assistance in the use and utilization of information systems including evaluation and implementation of new systems, coordinating with other City departments in the development and documentation of work processes, installation of upgrades to existing systems, preparing cost benefits and analysis of systems, conducting training for users, and providing problem resolution for system issues.

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES**

*May include, but are not limited to, the following:*

Analyzes existing departmental business processes and workflow in order to develop and document processes, which maximize the utilization of computer systems and programs; assesses impact of proposed changes to related business processes and assists in the development of cost/benefit analysis.

Conducts studies and audits of information and database systems; makes recommendations for hardware or software purchases, implementation strategies and or procedures based on findings; tests and documents all changes resulting from maintenance and enhancement upgrades.

Responds to user requests for security changes and provides user training in support of personnel, payroll and financial information system modules; provides information system support for Personnel Management, Payroll, and Financial information systems. Provides day-to-day functional support and troubleshooting of information systems including designing, integration, coordinating interfacing applications and functions with user departments as it pertains to Enterprise Resource Planning systems.

Responsible for recommending and enforcing functional policies and procedures related to information systems; audits information system usage, devises, implements, and documents procedures as it relates to Personnel Management, Payroll and Financial Information Systems.

Trains staff in the utilization of software systems, including Enterprise Resource Planning systems; may serve as functional liaison between departments.

May perform accounting and personnel functions to test system processes and support other department operations.

Performs related duties as directed or required.

### **JOB RELATED AND ESSENTIAL QUALIFICATIONS**

#### **Knowledge of:**

Current technology in Human Resource Information Systems and Finance Information Systems.

System design, analysis, and information system architecture.

Operations and functionality of enterprise wide computer systems.

Principles and practices of governmental accounting or personnel management dependent upon assignment.

Principles of project management.

#### **Skill to:**

Utilize enterprise wide software packages.

Operate office equipment, a computer and a variety of word processing and software applications.

Develop queries and process automation to meet department or individual needs.

Operate a motor vehicle safely.

**Ability to:**

Analyze problems, information requirements, and needs, develop logical solutions, read and comprehend technical information, and document technical information in writing.

Use independent judgment and initiative in making recommendations regarding information systems policies, procedures, and purchases.

Explain technical concepts in non-technical terms to individuals and groups.

Demonstrate initiative and work independently with minimal supervision.

Establish and maintain cooperative working relationships with those contacted during the course of work.

Communicate clearly and concisely, both orally and in writing, and prepare clear and concise written reports.

Provide lead direction to others.

Research and evaluate information systems software applications.

**MINIMUM QUALIFICATIONS**

Graduation from an accredited college or university with a bachelor's degree in accounting, finance, personnel management, computer science, management information systems, or related field.

AND

Two (2) years' experience using various Enterprise Resource Planning Systems in a Finance, Payroll, or Personnel office setting, which includes at least one (1) year of business process improvement.

**Special Requirement(s):**

Possession of a valid class C California Driver's License is required at time of appointment.

APPROVED: (Signature on File)  
Director of Personnel Services

DATE: 4/15/2019

New: 04/15/2019