CITY OF CARSON
Class Specification

City Council Reso. No: 18-011
Bargaining Unit: Prof. Assn.
FLSA: Exempt

SYSTEMS BUSINESS ANALYST

Job Summary:

Under general direction from the Information Technology Manager, provides support to city staff and is responsible for project management, coordination, integration, and support for finance related technology systems and business applications of an Enterprise Resource Planning (ERP) system used by various departments throughout the City. Responsibilities include system administration, including security roles for users and integrity of the system; assistance with workflow management within ERP system and other business-related systems; coordination with users and administrators of other department review of existing and proposed applications; recommendation, implementation, testing and training of new systems and/or applications. This classification requires a combination of a general understanding of business practices, including the workflow of data and approvals, and analytical and computer knowledge and skills to ensure the effective delivery of ERP system and other business systems.

Essential Duties and Responsibilities:

(These functions are representative and may not be present in all positions in the class. Management reserves the right to add, modify, change, or rescind related duties and work assignments.)

1. Performs overall management of financial information system projects including the selection and implementation of packages or internally developed systems.
2. Translates user needs to program specifications and develops programs using relational databases.
3. Coordinates, monitors and reports on project status and schedules; coordinates the procurement process; resolves schedule problems/conflicts; identifies and develops necessary integration of applications; and manages future product enhancements.
4. Configures, maintains and updates databases and other hardware and software systems.
5. Design and implement database backup and recovery strategies and procedures; monitor database backups; recover data as required to assure integrity of databases and application systems. Interfaces with various systems and platforms.
6. Design and perform quality assurance and acceptance test plans for modified, enhanced and new forms, reports and database objects such as functions, procedures, packages, tables, views and indexes to assure application functionality and accuracy
7. Provides technical supervision to assigned staff, as required by the needs of specific projects.
8. Develops and maintains system documentation, including computer training materials. Reviews and verifies applications of computer programs including updates of all enhancements, modifications, flowcharts, system flow, and definitions.
9. Analyze and design application systems and databases requiring innovative and diversified approaches to the resolution of issues in the areas of data collection, data coding, system controls, connectivity, auditing, processing cycles and reporting.
10. Analyzes existing computer programs and makes necessary programming modifications to improve computer productivity.
11. Analyzes problems and prepares design specifications.
12. Assists in overall analysis and design of major automated or network systems.
13. Recommends system capital expenditures.
14. Sets up and maintains personal computers.
15. Assists user support group members in identifying and correcting hardware and software

problems.
16. Maintains current knowledge of computer and network technologies.
17. Prepares written instructions and procedures.
18. Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
19. Performs related duties as required.

Qualification Guidelines:
A typical way to obtain the requisite qualifications to perform the duties of this class is as follows:

Education and/or Experience:
Bachelor's degree in computer science, management information systems or related field and four (4) years of full-time, paid experience in computer and systems analysis. A typical way to obtain the knowledge, skills and abilities would be: a Bachelor's Degree in Public or Business Administration, Economics, Business or Computer Information Systems, or a related business field, and four (4) years' experience in the analysis, development and implementation of automated business applications/systems. Experience with a municipal enterprise financial system, application systems and/or Enterprise Resource Planning (ERP) system is desirable.

Knowledge of:
- System design, programming, and documentation principles and techniques.
- Principles of business process .
- Basic financial business principles, practices, operating systems, administration and systems.
- Relational and hierarchical database design and administration.
- Project management
- Server administration, implementation, and upgrades.
- Methods of systems analysis and design and information engineering.
- City policies and procedures affecting departmental operations.
- Computer programming language and coding structures.
- City organization, operations, policies and objectives.
- Basic purchasing practices and contract administration.
- Cost analysis, System analysis, development life cycle, and testing methodologies.
- Reporting solutions such as SQL Server Reporting Services (SSRS) or similar applications.
- Advanced Microsoft Excel, SQL, Crystal reporting functions.
- Training principles.
- Office practices and procedures.
- General record keeping practices.
- Research, statistical and analytical methods.
- Effective methods of report presentation.

Skill and Ability to:
- Analyze, interpret and present research findings to prepare design specifications.
- Conceive and develop a variety of solutions to functional problems and transform abstract ideas to easily understood procedures.
- Effectively analyze citywide financial business systems requirements, and coordinate/integrate technology solutions.
- Understand and use Enterprise Resource Planning (ERP) tools for managing system configurations and security
- Develop data and process models using structured analysis and design, and information engineering techniques.
- Integrating and interfacing multi-platforms.

- Utilize industry standard diagnostic and management tools.
- Exercise independent action and judgment within established guidelines.
- Learn and utilize new skills and information to improve job performance and efficiency.
- Understand and carry out complex oral and written instructions.
- Maintain confidentiality.
- Maintain accurate records and prepare clear and concise reports.
- Identify and analyze problems and take effective corrective action.
- Compile, analyze and evaluate data.
- Effectively communicate orally and in writing.
- Establish and maintain effective working relationships with others.

License and Certificate:

Possession of a valid California Class C driver's license. Employees in this classification will be enrolled in the Department of Motor Vehicles (DMV) Government Employer Pull Notice Program, which confirms possession of a valid driver's license and reflects driving record. Professional certification in applications, hardware and systems used by the City is highly desirable.

Physical Requirements and Working Conditions:

Employee accommodations for physical or mental disabilities will be considered on a case-by- case basis. Positions in this class normally:

- Require vision (which may be corrected) to read small print.
- Require the mobility to stand, stoop, reach and bend.
- Require the mobility of arms to reach and dexterity of hands to grasp and manipulate small objects.
- Require the ability to stand for long periods.
- Perform work which involves the occasional lifting, pushing and/or pulling of objects which may weigh approximately 50 pounds.
- May be required to work around electrical current and moving mechanical parts.
- Is subject to inside environment conditions.
- Required to work at a computer terminal for prolonged periods.
- May be required to attend periodic evening meetings and/or to travel within and out of city boundaries to attend meetings.
- May be required to drive city and/or personal vehicle in the scope of employment.
- May be required to work evenings and/or weekends.