

SYSTEMS BUSINESS ANALYST

Job Summary:

Under general direction from the Information Technology Manager, position is responsible for providing system administration and maintenance/support for the City of Carson's financial/HR/PR ERP system supporting mission critical functions including Payroll processing/check printing, Cashier, EFT file generation/transmission and backup of all content management files/images associated with the system. Also provides support to city staff and is responsible for project management, coordination, integration, and support for various business applications, finance related technology systems, and business applications of an Enterprise Resource Planning (ERP) systems and 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 departments the translation, coordination and integration of business requirements, between the Information Technology, Finance Department and City departments into the City's ERP system; and other business systems to ensuring the day-to-day accuracy and integrity of the information produced by the City's ERP system; review 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 financial business practices, including the workflow of data and approval high level accounting, and analytical and computer knowledge and skills to ensure the effective delivery of ERP system and others 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. 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.
2. Serves as financial/HR/PR ERP liaison for support staff for remote access, software issues, patches/updates, server software/hardware requirements, ftp transmissions, security, and other support issues.
3. Provides system support for payroll/accounts payables check payments cycles and printing of checks; supports transmission of bank files; manages the scheduling, storage, relay and delivery of employee payroll and vendor check advices.
4. Provides technical/functional support for the financial/HR/PR ERP system; provides technical support for SQL database, IFIS (older ERP system) data transference and its decommissioning, schedules/monitors nightly backup and coordinates offsite backup data storage.
5. Provides system administration support for various applications and ERP including user account creation, authentication, and maintenance.
6. Creates, schedules execution of, and maintains SQL Server scripts and DTS packages as needed for conversion and import of 3rd party data into ERP system.
7. Installs and configures ERP Content Manager/SSRS Reporting Services software/utilities on client; diagnoses and resolves ERP Content Manager/SSRS Reporting Services software, performance, and printing issues.

8. Develops reports using SSRS Reporting Services as needed; provides division-wide Crystal Reports support.
9. Develops, documents, and maintains system standards, installation and configuration procedures.
10. Serves as the backup to the Systems Specialist APP/ERP Administrator.
 - Responsibilities include providing necessary technical support relating to various applications, system-level software, compilers, and other general computing applications.
 - Responsible for any malfunctioning of applications or software systems and analyzing necessary software requirements.
 - Performs overall management of business & financial applications financial information system projects including the selection and implementation of packages or internally developed systems.
 - Provides assistance to city staff & clients regarding the use of various software applications.
1. Modify current software and correcting errors which may then help in adapting new hardware and upgrading interfaces.
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.
 - 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.
5. 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.
6. Provides technical supervision to assigned staff, as required by the needs of specific projects.
 - Develops and maintains system documentation, including computer training materials and user manuals. Reviews and verifies applications of computer programs including updates of all enhancements, modifications, flowcharts, system flow, and definitions.
7. 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.
8. Analyzes existing computer programs and makes necessary programming modifications to improve computer productivity.
9. Analyzes problems and prepares design specifications.
10. Assists in overall analysis and design of major automated or network systems.
11. Recommends system capital expenditures.
12. Sets up and maintains personal computers.
13. Assists user support group members in identifying and correcting hardware and software problems.
14. Maintains current knowledge of computer and network technologies.
15. Prepares written instructions and procedures.
- 16.11. Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
12. Performs any other related duties as assigned by the IT Manager or other appropriate administrator.

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:

- Knowledge about the computer hardware, which include computer chips, circuit boards, processors, electronic equipment, etc.
- Practical knowledge about computer engineering along with designing proper plans and system architecture
- Expert communication skills, both verbal as well as written
- Knowledge about principles to provide customer satisfaction by meeting quality standards
- Expert knowledge about design technique tools, precision technical plans, blueprints, models, and drawings
- Knowledge about transmission, switching, broadcasting, and telecommunication working principles
- Knowledge about administration and management principles

- Considerable related experience in integrated financial/HR/PR ERP systems (experience in Tyler MUNIS ERP preferred).
- Requires a combination of a general understanding of financial 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.
- Report writing utilizing SSRS Reporting Services.

- System design, programming, and documentation principles and techniques.
- Principles of business process reengineering
- Basic financial business principles, practices, operating systems, administration and systems.
- Relational and hierarchical database design and administration.
- Project management.
- Server - administration, implementation, upgrades and patches.
- 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.
- Must have experience in project planning, implementation and management.
- Must have experience in writing and maintaining system documentation and specifications.
- Must possess the ability to conduct training and explain technical material to users.
- Must possess sound analytical, organizational, and communications skills.
- Must demonstrate the ability to work well with others.
- 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 and may occasionally weigh up to 100 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.

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