San Diego Community College District
CLASSIFICATION DESCRIPTION

Page:	1 of 2
Job Code:	D1768
Original Date:	06/2017
Last Revision:	02/2024
Staff Type:	Classified
FLSA status:	Exempt
Salary Level:	11

Title: Business Systems Analyst

Unit: Supervisory and Professional

DEFINITION

Under the general direction of the appropriate Vice Chancellor or assigned manager and reporting under Student Services; People, Culture & Technology Services; Finance and Business Services; or Office of Institutional Innovation and Effectiveness, coordinate and perform one or more of the following functions related to business and system analysis, project management, assessment, business plan development, application planning, design, troubleshooting, or ongoing maintenance of one or more major modules of the District's enterprise system or emerging technologies and processes. Collaborate closely with administrators, managers, researchers and Information Technology teams to ensure alignment with institutional goals and practices. Provide supervision and work direction to assigned personnel.

EXAMPLE OF DUTIES

1. Perform complex cross-departmental functional analysis, including mapping, setup, system modeling, testing, and troubleshooting of assigned information systems and emerging technologies to recommend implementation practices. Perform complex functional analysis of third-party computer applications, reporting functions, assessment, scanning, and other testing.

2. Consult cross-divisionally to maximize functionality and the efficient use of assigned information systems and emerging technologies. Develop business process modifications and determine strategic solutions to provide consistency; analyze operational and business mandates and legal requirements; identify and analyze complex business process issues and dependencies; propose policy, standards, project direction, and strategies to meet information needs; coordinate with Information Technology staff in the development of priorities.

3. Analyze, evaluate, and test new technology, system upgrades, new releases, bundles, and patches; review vendor documentation to identify processes and assess integration issues; verify compliance of new systems processes; work with users and application developers to conduct performance and compliance testing and identify fixes or corrections.

4. Provide technical support and expertise for assigned applications; or technology, troubleshoot and resolve application or database problems; review and analyze system problems, including system documentation and production output, to identify solutions; recommend changes as needed; confer with vendor and Information Technology staff to solve complex procedural, operational, and technical problems.

5. Develop documentation and provide training to other district staff responsible for end user training; develop procedures and user manuals to maintain consistency of computer use throughout the District.

6. Analyze requests for application and technology enhancements; provide guidance to end users on application use and operating parameters; translate user expectations into technical specifications for enhancement and customization projects.

7. Provide technical assistance to end users in updating and maintaining system data; write, modify, and generate ad hoc queries and reports; serve as liaison with application developers and researchers, vendor representatives, and Information Technology staff for system or production problems; prepare various reports and summaries for management and/or users.

8. Set up and maintain security profiles for system users.

9.   Train, develop, supervise and evaluate assigned personnel; recommend disciplinary action as necessary; provide for technical direction and guidance; make employment, termination, transfer or promotional recommendations.

10.   Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:
   Applicable sections of California Education Code.
   Complex higher education integrated information systems.
   District organization, operations, policies, and objectives.
   Emerging technologies and processes.
   English usage, grammar, spelling, punctuation, and vocabulary.
   General accounting and financial reporting concepts.
   Laws, codes, regulations, and policies related to specialty area.
   Modern office practices, procedures, and equipment, including computer hardware and software.
   Oral and written communication skills.
   Principles, practices, methods, and terminology used in assigned functional areas.
   Research and data collection and storage methodologies, statistical and informational analysis, report preparation, and presentation.
   Technical aspects of field of specialty.

Skills and Abilities:
   Analyze situations accurately and adopt an effective course of action.
   Build consensus, provide functional support to implement and maintain applications.
   Communicate effectively both orally and in writing.
   Conduct research studies, analyze facts and data, develop recommendations, and prepare written and oral reports.
   Develop documentation and provide training to other district staff.
   Develop procedures and user manuals.
   Establish and maintain effective working relationships with others.
   Exercise independent judgment in assigned areas of responsibility.
   Facilitate and lead meetings.
   Identify information management issues and opportunities, analyze problems and alternatives and develop sound recommendations.
   Interpret, explain, and apply laws, rules, policies, and procedures.
   Learn various San Diego Community College District information systems.
   Maintain records.
   Meet schedules and timelines.
   Operate computers and business-related software, including word processing, spreadsheets, and databases.
   Plan and organize work.
   Strong analytical skills.
   Understand and follow oral and written directions.
   Work independently with little direction.

Training and Experience:
   Any combination of training and experience equivalent to: bachelor's degree from an accredited college or university with coursework in business applications, computer science, information systems, data or social sciences or related field and three to five years of increasingly responsible experience involving information systems analysis, including advising clients on technology solutions and conducting business process analyses and troubleshooting large, complex software applications.

02/2024

       Knowledge of and experience in emerging technologies, Learning Management System or PeopleSoft Human Capital Management, Finance, and Campus Solutions modules is desired.

    License:
       Valid California driver's license.

WORKING CONDITIONS

    Physical Requirements:
       Category III

    Environment:
       Favorable usually involves an office.