

# San Diego Community College District

## CLASSIFICATION DESCRIPTION

**Title:** Business Systems Analyst

**Unit:** Supervisory and Professional

**Page:** 1 of 2  
**Job Code:** D1768  
**Original Date:** 06/2017  
**Last Revision:** 05/2018  
**Staff Type:** Classified  
**FLSA status:** Exempt  
**Salary Level:** 11

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### **DEFINITION**

Under the general direction of a Vice Chancellor or assigned manager, coordinate application planning, design, troubleshooting, and ongoing maintenance of one or more major modules of the District's enterprise system; plan, oversee, and perform complex business and systems analyses; collaborate with administrators, managers, and Information Technology staff to ensure development of system capabilities to achieve operational and service strategies. 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 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. 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 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; 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 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, 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.
- English usage, grammar, spelling, punctuation, and vocabulary.
- 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 methodology, statistical analysis, report preparation, and presentation.
- Technical aspects of field of specialty.

**Skills and Abilities:**

- Analyze situations accurately and adopt an effective course of action.
- Communicate effectively both orally and in writing.
- Conduct research studies, analyze facts and data, develop recommendations, and prepare written 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.
- 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, 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. Knowledge of and experience in Learning Management System or PeopleSoft Human Capital Management, Finance, and Campus Solutions modules is required.

**License:**

Valid California driver's license.

**WORKING CONDITIONS****Physical Requirements:**

Category III

**Environment:**

Favorable usually involves an office.