



## CLASS SPECIFICATION

Class Code: 0260  
Date Est: 10/2003  
Last Rev: 10/2019  
Last Title Chg:  
FLSA: exempt  
Probation: 6 months

### BUSINESS SYSTEMS ANALYST I

#### **DEFINITION**

Under supervision, analyzes, designs, configures and/or develops new business processes and re-engineers existing processes within the context of commercially available or in-house developed information management systems; performs related work as required.

#### **EXPERIENCE AND TRAINING REQUIREMENTS**

A bachelor's degree from an accredited college or university in computer information systems, geographic information systems or a closely related field; OR an equivalent combination of training and experience that would provide the required entry level knowledge, skills and abilities.

#### **LICENSE OR CERTIFICATE**

A valid driver's license is required at the time of appointment.

#### **DISTINGUISHING CHARACTERISTICS**

This is the entry-level class in the Business Systems Analyst class series which provides for progression to the next level upon meeting the requirements of the class and recommendation of the appointing authority. This classification is distinguished from the Business Systems Analyst II in that the latter is a more experienced level and incumbents perform a broader range of assignments with greater independence and decision-making responsibilities.

#### **SUPERVISION EXERCISED**

Exercises no supervision.

**EXAMPLES OF DUTIES** *(The following is used as a partial description and is not restrictive as to duties required.)*

Assist with changes in system configurations and master data (including testing) in assigned area of responsibility.

Assist with resolving system error messages and/or customer requests logged through the help desk function.

Assist with conducting research and analysis to determine and communicate business requirements to users and technical support team members; work with business process owners and operating department users to evaluate process improvement opportunities.

Assist with conducting research and compile information and statistics to help with developing conceptual designs for both functional and technical (i.e., interface requirements, conversion requirements, reports, etc.) business processes to ensure effective and cost-efficient government services for the public.

Assist with preparing and presenting written and oral reports containing detailed findings and recommendations to address a variety of administrative issues, improve services and operations and evaluate functions and programs.

Design and write basic custom reports utilizing end user-based reporting tools.

Design and write basic custom web forms utilizing end user-based form building tools.

Work with user and development groups to identify and document system recommendations for current and future development; work with users to refine processes and procedures guidelines.

Meet and work with elected officials, department heads, staff and others to discuss needs, resolve problems and develop recommendations.

Some positions will have an emphasis on Geographic Information System applications.

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

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

#### **Knowledge of:**

Departmental/divisional policies and procedures including a strong business and functional background for respective department business practices and associated system modules.

Understanding of local governmental organization and programs of County departments.

Organization, functions, programs and policies of Washoe County government.

Methods and principles of program planning, analysis and evaluation techniques.

Basic custom report generation utilizing end user-based reporting tools.

GIS vendor-developed, packaged systems if assigned to GIS.

Operating methods and procedures for Washoe County GIS database and software, including methods used in the implementation of spatial applications, documentation, and procedures manuals if assigned to GIS.

GIS applications of assigned departments if assigned to GIS.

#### **Ability to:**

Perform a variety of analytical studies.

Assist with determining, communicating and documenting business requirements for users and technical support personnel.

Recognize process improvement opportunities.

Assist with developing and documenting a conceptual design (blueprint) in both functional and technical format.

Assist with written, visual and oral presentations.

Assist with developing, documenting and implementing concise recommendations regarding work procedures and cost-effective services.

Read and understand code in language of packaged systems(s) if assigned to GIS.

**Entry Level** (*Applicants will be screened for possession of these through written, oral, performance or other evaluation methods.*)

**Knowledge of:**

Configuration of an enterprise resource system and transactions.

Elementary workflow measurement techniques, e.g., flowcharting and work sampling.

Conflict resolution principles and theory.

Organizational theories, principles and management techniques and practices.

Basic custom report design and report writing utilizing end user-based reporting tools.

Principles and techniques of data collection and summary reporting.

Principles and practices of cartography which includes knowledge of photogrammetry and remote sensing if assigned to GIS.

**Ability to:**

Perform a variety of analytical studies.

Gather data and evaluate work priorities, procedures, and processes to determine their effectiveness and efficiency.

Analyze a variety of information and write clear, concise narrative reports.

Work in a team environment.

Understand functional and technical relationships.

Assist with developing recommendations regarding work procedures and cost-effective services.

Assist with presenting findings and recommendations.

Assist with interpreting and applying regulations, policies, and procedures.

Operate a personal computer and a variety of software packages, including spreadsheets and word processing.

Communicate in a clear, concise manner both orally and in writing.

Perform difficult and complex GIS professional and technical work including spatial relational database analysis and complex process design if assigned to GIS.

**SPECIAL REQUIREMENTS** (*Essential duties require the following physical skills and work environment.*)

Ability to work in standard office environment. Ability to use standard office equipment including computers, telephones, calculators, copiers, and fax machines. Ability to attend evening meetings and work occasional evenings and weekends.

*This class specification is used for classification, recruitment and examination purposes. It is not to be considered a substitute for work performance standards.*