



CLASS SPECIFICATION

Class Code: 0261
Date Est: 10/2003
Last Rev: 03/2013
Last Title Chg:
FLSA: Exempt
Probation: 12 months

BUSINESS SYSTEMS ANALYST II

DEFINITION

Under general supervision, analyze and design new business processes and re-engineer existing processes within the context of an integrated county-wide or commercially available, vendor developed packaged information management systems; performs related work as required.

EXPERIENCE AND TRAINING REQUIREMENTS

A Bachelor's degree from an accredited college or university in public administration, business administration, political science or a closely related field, plus one year of experience involving functional operations in the applicable area of responsibility, process design, technical data configuration and/or business application development; 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 journey level class in the Business Analyst class series. Position incumbents may act as a leader for assigned projects and resolve complex integration issues across SAP modules.

SUPERVISION EXERCISED

Exercises no supervision.

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

Change SAP configuration and master data (including testing) in assigned area of responsibility. Resolve SAP error messages and/or customer requests logged through the help desk function.

Conduct 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.

Conduct research and compile information and statistics to assist 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.

Prepare and present 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.

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.

Non-SAP Option:

Perform above duties with emphasis on vendor developed packaged systems.

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

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

Work with security, database administrators and network resources to complete work and resolve issues.

Assist with or execute user and server administration as needed for packaged systems, in coordination with infrastructure resources.

GIS Option:

Perform above duties with 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 SAP modules.

Solid understanding of SAP configuration, master data, and transactions in assigned area – including impact on other areas.

Local government organization and operations, 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.

Ability to:

Perform a variety of analytical studies.

Determine and communicate business requirements users and technical support personnel. Recognize process improvement opportunities.

Develop conceptual designs (blueprint) in both functional and technical format. Develop informative and concise recommendations.

Make written, visual, and oral presentations.

Develop and implement recommendations regarding work procedures and cost effective services.

Non-SAP Option:

Meet above qualifications with emphasis on vendor developed, packaged systems.

Ability to:

Read and understand code in language of packaged system(s).

GIS Option:

Meet above qualifications with emphasis on GIS vendor developed, packaged systems.

Knowledge of:

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

GIS applications of assigned departments.

Ability to:

Read and understand code in language of packaged system(s).

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 – including impact of design on business processes and data configurations in other areas.

Elementary work flow measurement techniques, e.g., flowcharting and work sampling. Methods and principles of basic program planning and research techniques.

Conflict resolution principles and theory.

Organizational theories, principles, and management techniques and practices. Custom report design and report writing utilizing end user based reporting tools. Principles and techniques of data collection and summary reporting.

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 major functional and technical relationships.

Develop recommendations regarding work procedures and cost effective services.

Present and assist with the implementation of findings and recommendations.

Interpret and apply 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.

Non-SAP Option:

Possess knowledge of and ability to as per the above with emphasis on vendor developed, packaged systems.

GIS Option:

Possess knowledge of and ability to as per the above with emphasis on GIS vendor developed, packaged systems.

Knowledge of:

Principles and practices of cartography which includes knowledge of photogrammetry and remote sensing.

Ability to:

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

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.