



CLASS SPECIFICATION

Class Code: 0262
Date Est: 10/2003
Last Rev: 07/2015
Last Title Chg:
FLSA: Exempt
Probation: 12 months

SENIOR BUSINESS SYSTEMS ANALYST

- A) SAP Option
- B) GIS Option
- C) Non SAP Option

DEFINITION

Under direction, conducts complex, in-depth analytical studies, designs complex business processes and re-engineer existing processes within the context of an integrated county-wide or commercially available, vendor developed packaged information management systems; leads implementation of new functions and/or complex modules from said system/application; 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 (Option A) or Geographic Information Systems (Option B) or Computer Information Systems (Option C); or a closely related field, plus three years of experience involving functional operations in the applicable area of responsibility, business process design, application configuration 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 most advanced level class in the Business Analyst series; incumbents perform with the highest degree of independence. Assignments include departments with varied funding sources, complex accounts, and complex transactions impacting multiple processes and SAP modules (Option A). Assignments include ownership for the entire project management cycle: functional design, application testing/installation, and training of end users (Option B and C). Position incumbents may act as a leader over multiple, integrated business process and re-engineering projects.

SUPERVISION EXERCISED

May act as a project leader over multiple integrated and complex projects.

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

ALL OPTIONS:

Function as the leader for the most complex and/or integrated business design and re-engineering projects. Responsibilities include ownership for the entire project management cycle: functional design, application testing/installation, and training of end users.

Responsible for assisting in the development of less experienced business analysts by advising them on the identification and documentation of current practices and mentoring them on the completion of the project management cycle.

Assist in the analysis of changes in software issued by the manufacturer or vendor, determining the impact on business and existing systems or in evaluating new software systems.

Independently resolve complex software support issues within the department, with business process owners, and/or process users.

Provide advice in establishing business strategies for departments and analysis to achieve these strategies. Apply traditional business case analysis to arrive at and/or confirm the merits of a recommendation.

Conduct special analytical studies, 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 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.

OPTION A:

Perform duties listed under all options with emphasis on SAP.

Lead implementation of new functions and/or SAP modules (including designing and/or leading viable solutions in a blueprint).

Address complex design and/or make changes in SAP configuration and master data (including testing) in assigned area of responsibility.

Resolve complex SAP error messages and/or customer requests logged through the help desk function.

Resolve complex integration issues across SAP modules

OPTION B:

Perform duties listed under all options with emphasis on Geographic Information System (GIS) applications.

Perform GIS database administration, research, integration, and development.

Execute and/or lead user and server administration as needed for packaged systems, in coordination with infrastructure resources.

OPTION C:

Perform duties listed under all options with emphasis on vendor developed packaged systems.

Independently resolve complex software support issues; resolve complex integration issues across packaged system modules or across multiple packaged systems; resolve conflicts within the department, with business process owners and/or process users.

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

Execute and/or lead user and server administration as needed for packaged systems, in coordination with infrastructure resources.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

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

Knowledge of:

ALL OPTIONS:

Functions, 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.

Custom report generation utilizing end user based reporting tools.

OPTION A:

Meet qualifications listed under all options with emphasis on SAP vendor developed, packaged systems.

Multiple departmental/divisional policies and procedures including a strong business and functional background for respective department business practices and associated SAP modules.

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

OPTION B:

Meet qualifications listed under all options with emphasis on GIS vendor developed, packaged systems.

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.

OPTION C:

Meet qualifications listed under all options with emphasis on vendor developed, packaged systems.

Ability to:

ALL OPTIONS:

Perform a variety of analytical studies.

Resolve complex integration issues.

Resolve conflicts between or with co-workers, business process owners, or system users.

Determine and communicate business requirements users and technical support personnel.

Recognize process improvement opportunities.

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

Develop informative and concise recommendations.

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

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

OPTION A:

Lead implementation of new functions and/or SAP modules (including designing and/or leading viable solutions in a blueprint).

OPTION B:

Perform GIS database administration, research, integration, and development.

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:

ALL OPTIONS:

Project management principals, tools and reporting formats identifying and matching resources to multiple work objectives and projected timelines.

Workflow measurement techniques, e.g., flowcharting and work sampling.

Conflict resolution principles and theory.

Organizational theories, principles and management techniques and practices.

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

Custom report generation utilizing end user based reporting tools.

Principles and techniques of data collection and summary reporting.

Local governmental organization and operations at the County level.

OPTION A:

Possess knowledge of and ability to perform as listed under all options with emphasis on SAP vendor developed, packaged systems.

Sufficiently read and understand ABAP code.

Enterprise resource systems and transactions in assigned area(s) – including impact on other areas.

OPTION B:

Possess knowledge of and ability to perform as listed under all options with emphasis on GIS developed, packaged systems.

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

OPTION C:

Possess knowledge of and ability to perform as listed under all options with emphasis on vendor developed, packaged systems.

Ability to:

ALL OPTIONS:

Coordinate the work product of multiple project teams performing analysis and development functions.

Serve as a lead worker over complex projects, assign and review work of others.

Prioritize and organize workload appropriately.

Perform a variety of complex analytical studies.

Make written, visual, and oral presentations.

Gather and integrate data from multiple sources and evaluate project work priorities, procedures, and processes to determine their effectiveness and efficiency in meeting common and multi-phase objectives.

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

Work on multiple projects simultaneously in order to meet multiple deadlines.

Provide leadership and work in a team environment.

Understand major functional and technical relationships.

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

Implement 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.

Maintain effective working relationships with those contacted through the course of work.

OPTION B:

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.