



CLASSIFICATION NO. 659
Established: 10/19
FLSA: Exempt
EEO: 2

BUSINESS SYSTEMS ANALYST

CLASS CHARACTERISTICS

Under direction, to coordinate and facilitate communication between Technology Services and County Departments/agencies in support of technology needs, planning, utilization, and efficient and high quality service and support levels; to promote the efficient design, procurement, development, and utilization of technical solutions to meet the current and future business technology needs of County departments; to coordinate the work of project teams in the analysis, design, enhancement, and implementation of broad and complex application systems; to track, update and administer important programs in the support of Technology Services, and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Technology Services Department (TS) provides technology services to County departments, other public agencies and to the citizens of Clackamas County. The department is made up of four divisions: Administrative Support, Enterprise Services, Application Support and Telecommunication Services.

The Business Systems Analyst is a Technology Services classification which is responsible for serving as liaison between Technology Services and County departments. Business Systems Analysts require a broad based knowledge of business principles and practices, integrated computerized system software applications, and project management in order to achieve the County's business goals. Incumbents in this classification act as a liaison between customers in all County departments and Technology Services staff to identify, translate, and document business and operational requirements into workable system solutions.

The Business Systems Analyst differs from the Systems Project Analyst which has responsibility for performing advanced systems analysis and design work in support of a highly complex application system and plans, organizes, and manages the work of projects teams, however, does not play as key of a role in the consultation business partnership relationship between Technology Services and County departments. It also differs from the Human Resources Business Systems Analyst and the Financial Business Systems Analyst as the former classifications are within the Human Resources/Finance Departments and provide support to specific software using their technical and business expertise in either Human Resources or Finance.

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Provides guidance, expertise and technical support to software system customers within departments; acts as business technology liaison for departments in analyzing, developing,

and providing the best solutions possible to resolve business needs of departments; performs a diverse range of analytical and coordinative duties in the development of technology solutions which optimize departmental business process efficiencies.

2. Works closely with Technology Services and departments to maintain functional understanding of technology as well as business functionality, customer and process requirements; identifies and analyzes complex, ambiguous or conflicting work processes; partners with department Managers and staff, and other customers to identify and recommend process solutions or alternate methods capable of addressing and resolving their business needs; recommends work process and/or operating changes to complement technology options.
3. Participates in the specification, review, testing and implementation of department software system upgrades and implementations; conducts analysis to determine changes in functionality between product versions and recommends necessary customizations; identifies issues or problems and works with functional and technical staff to recommend and implement solutions; develops and maintains training and documentation of system for end users.
4. Provides technical support in the development of project specifications for requests for proposals for services; reviews submitted proposals and provides feedback on suitability of vendor for projects; ensures that contracted service providers comply with terms, conditions, productive delivery, and quality requirements.
5. Develops and conducts on-going needs and skills assessments to improve customer experience and for consideration in software upgrades; coordinates and presents training to enhance skill development and competency for department specific system end users; develops, coordinates and conducts presentations to County management, workforce partners and other stakeholders; works collaboratively with customers, Technology Services staff and department staff as technical and business liaison to ensure technology solutions align with business requirements.
6. Facilitates the work of project teams composed of technical staff, vendors, and departmental staff in developing new or enhanced business systems and processes; participates in designing project scope, task list and time estimates; manages and completes projects within specific time and budget restraints; evaluates design and technology alternatives.
7. Researches changes, trends, and technologies related to computer systems in support of business and technical project plans.
8. Assist in strategic planning for departments and Technology Services in the utilization of technology, identification of enterprise solutions, best practices, trends analysis, and overall business directions and opportunities for efficient technical solutions. Assist Technology Services and Departmental management in the scope, specifications, requirements and design of technology strategic plans to align business and technical direction.
9. May coordinate the work of regular employees and contractors assigned to projects; promotes cooperative team efforts among technical staff, departments, contractors, and users; monitors contractor/vendor activities; coordinates with required vendors in providing required services.

10. As required, coordinate the processing of requests for systems from departments through the appropriate Technology Services evaluation and review processes to ensure accurate scoping of solutions and adherence to policy / governance requirements.

REQUIRED KNOWLEDGE AND SKILLS

Working knowledge of: Principles and practices of integrated software applications systems, data communications, systems analysis and design, including business process analysis tools and methods; computer hardware and systems software in supporting application systems; methods of data generation, data collection, and database management principles and techniques; operational characteristics of computer hardware and software; business office management including application and use of standard office equipment; principles and practices of project management.

Skill to: Analyze and document business operations and reach sound, logical conclusions regarding customer needs, business requirements, and system recommendations; communicate effectively, both orally and in writing; convey technical and complex information to users and management; design and analyze advanced systems; collect, analyze, evaluate, and prepare recommendations regarding system performance, user needs and requirements; establish controls and security measures; develop and manage projects within established timelines and budget requirements; prepare clear, concise, and accurate documentation and project management reports and other written materials; plan and coordinate assigned staff to achieve project requirements and objectives; establish and maintain effective working relationships with system users, Technology Services staff, vendors, co-workers, other County personnel and outside agencies; perform mathematical and statistical computations; operate standard PC software packages, computer keyboard, and related tools; develop queries, spreadsheets, and reports.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of five (5) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None Required.

PRE-EMPLOYMENT REQUIREMENTS

Must successfully pass a criminal history check which may include national or state fingerprint records check.

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s)

must also possess and maintain an acceptable driving record throughout the course of employment.