FINANCIAL BUSINESS SYSTEMS ANALYST

CLASS CHARACTERISTICS

Under direction, to organize and coordinate financial software system operations, maintenance, and upgrades; to provide business process support to customers and analyze and recommend solutions using financial systems software; to communicate and provide training to users about system operations and upgrades; to monitor and respond to user needs related to financial software; to serve as a functional expert on upgrades and re-implementations; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Department of Finance, through its Finance Division, provides financial administration of the County's governmental operations. Areas of responsibility include budgeting, payroll, general accounting including accounts payable and receivable, grants administration, debt management, cost allocation and financial reporting. Two additional divisions provide Facilities Management and Procurement services to County departments.

The Financial Business Systems Analyst is an expert level, department functional/technical classification requiring a broad based knowledge of accounting principles and practices, integrated computerized financial system software applications, and project management. The Financial Business Systems Analyst troubleshoots system failures and enters system patches, fixes, and upgrades to resolve problems. This position works with internal customers and Technology Services staff to translate business and operational requirements into workable finance system solutions and provides training and technical assistance in the use of the system software.

The Financial Business Systems Analyst differs from the Systems Project Specialist which is a classification used in Technology Services and has responsibility for leading the work of a team performing advanced systems analysis and design work in support of a highly complex application system that involves multiple sub-systems, programs, files, databases, and users, but does not have responsibility for ensuring that financial systems software applications are fiscally operational or providing training to end users in the financial systems software. It also differs from the Human Resources Business Systems Analyst as the former provides support to human resources software, rather than financial software, and translates business and operational requirements into workable HR systems solutions

TYPICAL TASKS

Duties may include but are not limited to the following:

1. Provides guidance, expertise and technical support to financial software system customers; acts as liaison for problem management, resolves system issues and addresses customer

issues; gathers information from customers and recommends best practice methods to utilize software effectively; runs test scenarios to confirm the system provides the necessary functionality; tracks issues and documents solutions.

2. 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 financial system end users; develops, coordinates and conducts presentations to County management, workforce partners and other stakeholders.

3. Analyzes business rules and process requirements; identifies and analyzes complex, ambiguous or conflicting work processes; partners with Technology Services, Finance 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.

4. Utilizes the County's financial system and query tools to generate statistical reports; develops reports for ongoing customer needs; assists Financial Managers and the Department of Finance Director/Deputy Director with special projects.

5. Participates in the specification, review, testing and implementation of financial system upgrades and re-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.

6. Develops, recommends and assists in implementing comprehensive financial system policies and procedures; ensures provision of services is in compliance with labor agreements and Federal and State statutes, rules and regulations; analyzes legislation and new regulations to determine effect on department programs and services and its use of technology.

7. May act as project lead in developing new or enhanced business systems and processes; participates in designing project scope, task list and time estimates; evaluates design and technology alternatives; works collaboratively with customers, Technology Services staff and Finance staff to resolve development and implementation issues.

REQUIRED KNOWLEDGE AND SKILLS

Working knowledge of: Principles and practices of integrated financial 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: generally accepted accounting principles and accounting systems and procedures; business office management including application and use of standard office equipment; cost accounting principles and systems; general laws and rules regulating and influencing County fiscal operations; 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.