

# CITY OF SAN JUAN CAPISTRANO

## SYSTEMS BUSINESS ANALYST

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **DEFINITION**

To perform complete business systems/process analysis and design for all departments and serve as the main support provider for Citywide automated/integrated business computer systems.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from the Assistant Administrative Services Director or higher level executive staff. May exercise direct supervision over IT service vendors.

### **ESSENTIAL FUNCTION STATEMENTS**

#### **Essential Functions:**

1. Serves as the main technical and user support person for the City's integrated business software systems; answers day to day questions, troubleshooting; learns new system modules; and provides documentation, training, and testing for new and existing modules within citywide business applications.
2. Provides complete business systems/process analysis and design for all departments.
3. Creates and maintains the required system reports using automated reporting tools; performs the associated database management functions to accomplish this. Develops customized interactive forms and reports using native or third party report writer in all business applications.
4. Works with all departments to ensure all software needs are met and that technology standards remain consistent across departments. Collaborates with subject matter experts to establish the technical vision and analyze tradeoffs between usability, cost, and performance needs.
5. Serves as a liaison between IT services vendor/software providers and end-users to develop solutions for optimizing business applications; initiates proactive communication and collaboration with external and internal customers to analyze information needs and functional requirements on a continual basis; makes recommendations regarding technology procurements.
6. Provides necessary documentation for all automated business systems on the technical and the end-user level.
7. Recommends policies for use of the City's computer systems; communicates both orally and in writing with all system users regarding policies, procedures, and special situations.
8. Works within the City's purchasing guidelines to obtain appropriate software and services from outside vendors.
9. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of IT and systems analysis and design.
10. Conducts special research projects; produces statistical reports.
11. Performs related duties and responsibilities as required.

**CITY OF SAN JUAN CAPISTRANO**  
**Systems Business Analyst (*Continued*)**

**QUALIFICATIONS**

**Knowledge of:**

- Principles and practices of analysis and design.
- Database structures and concepts.
- Computer programming techniques and procedures.
- Software products.
- Knowledge of a wide variety of programming languages.
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**Skill in:**

- Using the editors, system routines, libraries, and utilities within a variety of operating systems.
- Conducting systems analysis and documentation.
- Writing clear and accurate documentation at both the end-user and technical levels.
- Organizational and time management.
- Independently performing analytical activities in the area of work assigned.
- Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions, and implementing recommendations in support of goals.
- Making effective public presentations.
- Communicating clearly and concisely, both orally and in writing.
- Establishing and maintaining effective working relationships with those contacted in the course of work.

**EXPERIENCE AND TRAINING GUIDELINES**

**Experience:**

Three years of project management experience in information technology, finance, administration, or a related field.

**Training:**

Equivalent to a Bachelor's Degree in computer science, computer programming, or related field. A Master's Degree in computer science, computer programming, or related field is desired.

**WORKING CONDITIONS**

**Environmental Conditions:**

Office environment; exposure to computer screens.

**Physical Conditions:**

Essential functions may require maintaining physical condition necessary for sitting over prolonged periods of time; extensive use of computer keyboard.