

City of Portland

Business Systems Analyst I

FLSA Status: Exempt

Class Code: 30003010

Bargaining Unit: District Council of Trade Unions (DCTU)

Effective: March 9, 2022

General Summary

Reports to a Manager, or other management-level position. Under routine supervision, assists in providing consulting services and performing professional, technical, and analytical duties related to the operation, maintenance, and enhancement of Citywide or Bureau-/Office-specific information systems.

Responsibilities include: contributing to the maintenance, operation, and development of Citywide or Bureau-/Office-specific information systems; assisting in the analysis and resolution of business process or software configuration issues; conducting business process analysis; implementing process improvements; configuring system changes in various business applications; testing configurations and troubleshooting software process issues.

Distinguishing Characteristics

Business Systems Analyst I is the first of three classifications in the Business Systems Analyst series.

Business Systems Analyst I is distinguished from Business Systems Analyst II in that the latter is required to possess broad knowledge of software systems and business processes, serves in a project leadership role, may lead the work of a small to moderate size team, and requires less oversight and direction from supervisory or management staff.

Business Systems Analyst I is distinguished from the Applications Analyst series in that the former do not perform applications programming functions.

Typical Duties/Examples of Work

Depending on the assignment, the incumbent may perform a combination of some or all of the following duties, and perform related duties, as assigned.

General Duties:

1. Provide support for software configuration and functionality; perform business analysis and configuration; monitor and apply regulatory and legal changes that affect business processes and software functionality; analyze and document processes and procedures for software applications.
2. Assist with the design, testing, and implementation of configuration changes to business applications to meet end user requirements; gather and document software requirements; assist customers with business process design; review current configurations.
3. Respond to change requests; analyze business rules, processes, and data requirements; identify and analyze ambiguous or conflicting work processes; research solutions and resources; translate business requirements into configuration designs; troubleshoot and resolve post-implementation configuration issues.
4. Provide technical customer support to end users; troubleshoot and resolve reported problems; track issues and document solutions; assist with report generation; create reports, downloads, and other materials to meet reporting needs.

5. Provide guidance on system use, business processes, and methods for correcting errors and problems; provide functional assistance with updating and maintaining system data; contribute to adherence to critical operating guidelines and established business processes.
6. Assist in the development and updating of training on software and business processes; provide training and support sessions to end users; seek opportunities to improve efficiencies.
7. Collaborate with system vendors to identify and resolve technical issues.

Supervision Received and Exercised

The work of this classification is performed under routine supervision by an Enterprise Business Solutions Manager, Manager, or other management-level position.

This classification has no supervisory responsibilities.

Required Knowledge, Skills and Abilities

1. Knowledge of business functions and administrative rules, policies, and regulations for City functions supported by software, and the ability to analyze, interpret, explain, and apply them.
2. Knowledge of principles, practices, and techniques of systems analysis, and information technology systems management, including application design, hardware and software applications, and equipment.
3. Knowledge of methods and techniques used in the installation, troubleshooting, upgrading, and problem resolution of software and other information systems.
4. Knowledge of and ability to apply principles, tools, and techniques for information technology project planning and management.
5. Ability to design, test, implement, manage, and support complex technology solutions.
6. Ability to develop and deliver end user training.
7. Ability to communicate effectively, both verbally and in writing; present information, proposals, and recommendations clearly and persuasively.
8. Ability to apply analytic and problem-solving skills to develop sound, well-reasoned decisions, conclusions, and recommendations.
9. Ability to establish and maintain effective working relationships with those contacted in the course of work; demonstrate tact, diplomacy, and patience, and gain cooperation through discussion and collaboration.
10. Ability to analyze customer business, communication, and information technology needs; identify alternative technological approaches; develop integrated, efficient, and cost-effective implementation plans.

Required Minimum Qualifications

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education/Training: Bachelor's degree from an accredited college or university with major course work in business administration, information technology, computer science, or related field;

AND

Experience: Two (2) years of progressively responsible experience with business systems analysis, including system configuration, business process analysis, and systems analysis experience.

Special Requirements and/or Qualifications:

Specific experience or qualifications may be required for certain positions.

Preferred Qualifications:

Experience working for a public agency.

HISTORY

Adopted: 12/13/2018

Revision Dates:

3/9/2022 – Updated to union representation