

Office of the City Auditor

CLASS SPECIFICATION BUSINESS SYSTEMS ANALYST III

[Salary Grade 58](#)

Established: December 13, 2018

CLASSIFICATION SUMMARY

Under limited direction, provides and leads consulting services, project management, and professional, technical, and analytical duties related to the operation, maintenance, and enhancement of Citywide or Office-specific information systems.

Responsibilities include: providing technical and functional support over multiple information systems and software functionalities; leading a team of analysts in information systems support and projects; managing software functionality, implementation, and updating projects; coordinating with customers regarding business requirements; providing business process consulting services; performing advanced business analysis and recommending solutions; ensuring process and program compliance.

DISTINGUISHING CHARACTERISTICS

Business Systems Analyst III is the third of four classifications in the Business Systems Analyst series. This classification is specific to the City Auditor's Office and may not be used by other City Bureaus/Offices.

Business Systems Analyst III is distinguished from Business Systems Analyst II in that the former is required to possess advanced knowledge of software systems and business processes, frequently serves in a leadership role over larger projects, and may lead the work of staff or supervise a small number of employees.

Business Systems Analyst III is distinguished from the Business Systems Analyst IV in that the latter has supervisory responsibilities over a minimum of four staff including Business Systems Analysts, has considerable discretion in program oversight and development, and is responsible for the most complex analytical functions and tasks.

ESSENTIAL FUNCTIONS

The incumbent may perform a combination of the following duties and related duties as assigned.

General Duties:

1. Support the mission, objectives, and service expectations of the Auditor's Office; contribute to an equitable workplace that demonstrates an environment respectful of living and working in a multicultural society.
2. Provide professional support for complex software configuration and functionality; perform complex 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.
3. Analyze and document processes and procedures for applications; monitor and apply regulatory and legal changes that affect business processes and software functionality; assist with installation of new applications; coordinate software functionality with other technology teams or Bureaus/Offices.
4. Consult with management-level staff, end users, other staff, and outside agencies regarding business needs, software solutions, and best practices; write and coordinate business cases,

- gather requirements, and complete gap analyses; research technical and functional solutions; evaluate processes in relationship to business needs.
5. Design or lead a project team in developing new or enhanced systems and processes; evaluate design and technology alternatives; evaluate vendor product packages and determine their fit with Bureau/Office requirements; recommend hardware, network, and software requirements, and write specification documents.
 6. Provide technical and functional monitoring of multiple software applications.
 7. Assist in managing projects designed to implement new software or information system functionality; research and recommend software solutions; coordinate processes and configurations; implement project plans.
 8. Audit and assess validity of data in information systems; recommend information system and business process changes to improve data integrity.
 9. Oversee and provide business consulting services to other Bureaus/Offices; prepare and lead presentations of software solutions and functionality; research new software and other related technologies.
 10. Ensure process and program compliance with federal, state, local, and industry laws, regulations, rules, and policies.
 11. Develop and monitor software and information technology performance indicators; monitor efficiency and effectiveness of applications.
 12. Research, evaluate, implement, and administer third-party software tools to enhance software functionality and streamline business processes; collaborate with system vendors to recommend changes and system updates.

SUPERVISION RECEIVED AND EXERCISED

The work of this classification is performed under limited direction and oversight by a Business Systems Analyst IV, Manager, or other management-level position.

This classification may supervise less than four (4) employees and may lead staff on assigned programs, projects, and functions.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED

1. Advanced knowledge of methods and techniques used in the installation, troubleshooting, upgrading, and problem resolution of software and other information systems.
2. Knowledge of business functions and relevant statutes, policies, regulations, and ordinances, and the ability to analyze, interpret, explain, and apply them.
3. Knowledge of principles and practices of business communication and program administration.
4. Advanced knowledge of principles, practices, and techniques of systems analysis, information technology and communications systems management, including application design, hardware and software applications, and equipment.
5. Knowledge of and ability to apply principles, tools, and techniques for information technology project planning and management.
6. Ability to design, test, implement, manage, and support complex technology solutions.
7. Ability to communicate effectively, both orally and in writing; present information, proposals, and recommendations clearly and persuasively.
8. Ability to exercise independent judgment, problem-solve, and take initiative within established procedures and guidelines.
9. Ability to apply analytic and problem-solving skills to independently develop sound decisions, conclusions, and recommendations.
10. Ability to establish and maintain effective working relationships with managers and staff, elected officials, representatives of other government agencies, and others; demonstrate tact, diplomacy, and patience, and gain cooperation through discussion and collaboration.

11. Ability to provide guidance to staff to accomplish overall work objectives and oversee and lead a diverse group of non-technical and technical personnel.
12. Ability to analyze customer business, communication, and information technology needs; identify alternative technological approaches; develop integrated, efficient, and cost-effective implementation plans.
13. Ability to work with a multicultural workforce, promote an equitable workplace environment, and apply equitable program practices to diverse and complex City services.
14. May require the ability to supervise, evaluate, and provide guidance to other staff.

MINIMUM QUALIFICATIONS REQUIRED

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: Seven (7) years progressively responsible experience with integrated system configuration, business process analysis, project management, and data modeling or related field.

Special Requirements and/or Qualifications:

Specific experience or qualifications may be required for certain positions.

A valid state driver's license may be required for certain positions.

Preferred Qualifications:

Experience working for a public agency.

Project Management Institute Professional in Business Analysis (PMI PBA)

International Institute of Business Analysis - Certification of Competency in Business Analysis (CCBA)

Bargaining Unit: Nonrepresented

FLSA Status: Exempt

HISTORY –

Revision Dates: