EL CAMINO COLLEGE

JOB TITLE: BUSINESS SYSTEMS ANALYST

Classification:	Classified	Retirement Type:	PERS*
Salary Range:	49	Revised/Board Approved:	October 18, 2004

BASIC FUNCTION:

Under the direction of an Information Technology administrator, provide the communication link between the users of the administrative information systems and technical resources of the Information Technology Systems Division. Assist users to fully utilize all features and functions of the systems; lead users in decision-making regarding codes, values, parameters, policy and procedure changes, data conversion specifications, validation criteria, design of pre-printed forms, report standards, and one time reporting needs. Develop functional specifications and in conjunction with end user, analyze, trouble shoot and research software problems. Function as a project lead in certain circumstances.

DISTINGUISHING CHARACTERISTICS:

This classification is the most advanced level of the information technology series, which includes the classifications of user support technician and programmer analyst. The business systems analyst works relatively independently supporting applications areas and developing systems for complex processes.

REPRESENTATIVE DUTIES:

Ensure effective and efficient use of the District's administrative information system through development of validation and verification procedures.

In conjunction with the end user determine application requirements and develop functional specifications to meet needs. Work with programming staff to implement requirements.

Provide assistance to end users in diagnosing and resolving problems associated with supported services by analyzing processes and procedures and their relationship to the administrative information system.

Assist divisions and departments with the training of key personnel; develop related training materials in concert with end users; utilize the "train the trainer" approach.

Coordinate with end-users analysis, specifications, testing, training, and documentation associated with system enhancements and new system development efforts.

Work with Programmer Analyst and User Support Technicians of all software requested changes.

Submit mandated files to state and federal offices as required.

Provide support of the Colleague system as required to maintain reporting, data entry, queries, streams, and file creation and initialization requirements.

Maintain security and confidentiality of information in accordance with federal regulations.

Perform related duties as assigned.

JOB QUALIFICATIONS:
Education and Experience:
Any combination equivalent to a Bachelor's degree in computer science, business, or related field and five years of experience working with a major student information system is required.

OTHER QUALIFICATIONS:
Knowledge/Areas of Expertise:
Databases, data element dictionaries
Structured queries
Desktop operating systems
College information systems
Report analysis and data variation implications
Implementation of new information systems
Functional and technical specifications
Validation and acceptance procedures
Information systems standards and procedures
Problem diagnosis and resolution
Documentation standards
Web-based systems
Problem solving techniques
Training methods for technical and non-technical staff

Abilities/Skills:
Understand user needs and develop both manual and technological solutions;

Effectively present users operational needs and requirements to Information Technology Services management and staff.

Establish and maintain harmonious working relationships with others.

Analyze complex user problems, evaluate alternatives and devise efficient cost-effective, user-friendly solutions.

Plan, organize and complete project within industry quality standards.

Coordinate, monitor and direct the tasks associated with major project development.

Provide technical guidance and recommendations concerning application systems.

Communicate complex technology applications issues clearly to non-technical parties orally or in writing.

Assist project leader with major projects.

Work closely with ITS staff to achieve objectives of end users.

Analyze reports and develop explanation for variances.

Train non-technical staff in the functions of the administrative information systems that are vital to their function.

Develop functional specifications work with technical staff to implement.

Work under pressure of deadlines and still make decisions that are appropriate for the situation.

Locate problems from verbal explanations and correct errors without disrupting end user operations.

Operate computers and peripheral equipment including terminals, data storage, printers and scanning equipment.

Show evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students and staff.

WORKING CONDITIONS:
Typical office setting.
Extensive computer work.
May sit and stand for long periods to time.
Must be able to carry up to 25 lbs.
Move from one work area to another.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.