



SENIOR BUSINESS SYSTEMS ANALYST

Office: Information Technology
Status: Exempt – General Unit
Grade: 10C

ORGANIZATIONAL RELATIONSHIPS

Reports to: Director of Applications or IT Manager
Supervises: No

DEFINITION

Under general supervision, performs complex, advanced work of a professional nature and coordinates and serves as project manager on complex systems development and enhancement projects, utilizing skills that require an understanding of complex business processes and requirements and the development of applications to streamline/automate processes; while working with a significant amount of independent authority and judgment. Incumbents' primary responsibilities consist of managing large, complex projects and leading project teams and/or providing expertise and lead direction to other professional staff responsible for business systems analysis and the development of technical solutions. May provide functional or direct supervision over subordinate technical and/or professional staff.

DISTINGUISHING CHARACTERISTICS

This is the lead/advanced journey-level class in the Business Systems Analyst classification series. This classification is distinguished from the Business Systems Analyst II in that incumbents in the Senior Business Systems Analyst classification are responsible for performing complex professional business analysis and application development related duties that include providing lead direction to other analytical staff and providing strategic input; and/or coordinating and managing projects that are moderate to large in size and scope, requiring coordination across multiple departments/divisions, the direction of multiple professional technical staff, and the procurement/utilization of significant resources. The Senior Business Systems Analyst is distinguished from the Senior Information Systems Analyst in that the Senior Business Systems Analyst is responsible for the management/coordination of projects designed to develop technical solutions and/or enhancements related to the automation of business processes to meet user needs; whereas the Senior Information Technology is responsible for providing lead direction and/or technical expertise in the actual design and maintenance of the technical solution. The Senior Business Systems Analyst is distinguished from the Information Technology Manager in that the former may be responsible for providing functional or direct supervision where the emphasis is on project manager and technical expertise, with supervisory responsibilities incidental to the project management and technical expertise with the latter's primary responsibility is for managing a major work unit with the Information Technology Department and the primary responsibility is for performing full, supervisory responsibilities.

MAJOR DUTIES & RESPONSIBILITIES

1. Trains, leads, and provides technical guidance to professional and technical staff assigned to business systems analysis; directs the work of peers and/or subordinate professional Information Technology staff on assigned projects.
2. Analyzes and evaluates business requirements, consults with personnel from various departments and identifies areas for the development of technical solutions to automate and/or improve business processes. Provides recommendations on new or enhanced systems, software, upgrades and modifications. Evaluates and balances the requirements/needs of multiple departments/divisions in identifying the technical solution that will best meet the identified needs. Participates in developing strategic plans for systems/applications development for the State Bar.
3. Acts as the project lead over moderate/large business automation projects; develops and monitors project budgets and resources; interfaces with clients to define project scope and review project activities, recommendations and outcomes; coordinates the use of project resources based on project requirements; designs and implements project testing and quality assurance processes. Project-related duties may include:
 - a. Determining and developing cost benefit analyses for project justifications; developing projected budgets and resources needed to conduct the work; evaluating risk concerns and options; providing technical input into the development of specifications for "requests for proposals" pertaining to external services; reviewing vendor submissions and providing recommendations on vendor selection;
 - b. Serving as the primary client interface on assigned projects; reviewing recommendations with clients and receiving approval to proceed; providing updates on project status, timelines, and problems; reviewing final outcomes with the client and obtaining their sign off that all work has been conducted in accordance with client requirements;
 - c. Assigning and directing project team members that cross multiple IT disciplines and/or departments; as well as other resources, on assigned projects to ensure compliance with schedule, budget and project specifications.
 - d. Coordinating the activities of contract personnel and/or vendors, consistent with project plans; identifying and resolving obstacles to progress.
 - e. Designing and directing project testing and quality assurance processes for assigned projects.
4. Coordinates and conducts user training sessions; develops and updates user documentation, written instructions, training guides, manuals and materials for users and applications support staff; meets with users to provide information regarding system changes and enhancements and to address any questions or issues.
5. Prepares complex reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
6. Recommends the appointment of personnel; provides or coordinates staff training; provides standards and operating guidelines; provides timely input on performance evaluations and disciplinary matters.
7. Develops programming specifications to serve as guidelines for application development staff for complex system enhancements and modifications; confers with application development staff to clarify program specifications.

KNOWLEDGE & SKILLS

Knowledge Of:

- Principles and practices of effective team building, team leadership and conflict resolution.
- Advanced principles and practices of project management and work flow analysis.
- System development life cycle
- A broad range of operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information systems program.
- Principles, methods and techniques used in designing, developing, testing and implementing computer hardware and software systems.
- Principles and practices of customer service.
- Methods and techniques of developing and presenting technical documentation and training materials.
- Principles and practices of record keeping.
- Modern office procedures, methods and equipment.

ESSENTIAL ELEMENTS / ABILITY TO

- Conduct independent research, interpret highly technical documents, draw valid conclusions, develop technological solutions, take appropriate actions and/or make appropriate recommendation related to complex IT problems.
- Lead, train, assign, schedule and review the work of technical and/or professional information technology staff.
- Effectively build and lead a team through all phases of complex information technology projects involving multiple IT disciplines in order to achieve departmental and/or State Bar goals.
- Perform business rule and process analyses and apply critical thinking skills to reach sound, logical conclusions regarding user client needs and business requirements for complex assignments with a broad scope.
- View, understand, explain, and plan complex, multi-departmental projects from both the high level, overall perspective and the detailed, task level.
- Prepare and monitor project budgets.
- Research and gather complex information from a variety of State Bar, vendor and industry sources.
- Develop training materials; train team members in the use of complex technical equipment and software.

MINIMUM QUALIFICATIONS

Education:

Equivalent to completion of a Bachelor's degree from an accredited college or university with major coursework in computer science, information systems, business administration, public administration, or a closely related field which includes coursework in business analysis and technical writing. Possession of one or more approved information technology certificates and/or completion of other approved technology-related training may substitute for some or all of the required education.

Experience:

Two years journey level professional information technology experience comparable to Business Systems Analyst II with State Bar.

Revised January, 2016