

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

BUSINESS SYSTEMS ANALYST II - 1022

DEFINITION:

Under direction, at the journey-level, to perform a variety of enterprise business process technical and analytical duties in a functional area relating to the operation, maintenance, and enhancement of an integrated City-wide information management system; to serve as a business analyst focused on the intersection of technology and functional business needs; to perform a wide variety of projects and assignments to support the development, testing and implementation of new and modified system applications; to provide day-to-day user support; may lead and/or supervise the work of subordinate staff; and to perform related work.

DISTINGUISHING CHARACTERISTICS:

This is the fully experienced or journey-level class in the Business Systems Analyst series. Employees in this class are expected to perform the full range of duties assigned with only occasional instruction or assistance as new or unusual situations arise, and are fully aware of the operating procedures and policies of the department. Positions classified at this level may be under-filled with the classifications of Management Trainee, Information Systems Analyst I, Information Systems Analyst II or Business Systems Analyst I in accordance with the City's Career Advancement Program.

*** EXAMPLES OF DUTIES:**

- Reviews and evaluates existing and proposed systems, solutions, and business processes and devises or modifies processes and procedures for solving business problems;
- Makes customer specific changes to SAP software;
- Works with and configures SAP modules, components, and sub-components;
- Performs tasks dealing with the analysis, design, development, and implementation of solutions serving business needs in City departments;
- Analyzes problems and develops and implements solutions, corrections, and workarounds for modules, components, and sub-components in an enterprise SAP environment;
- Coordinates and facilitates interactive analyses and design sessions with key business personnel, technical personnel, and City departments;
- Defines scope and requirements for new developments, modifications, and enhancements to meet changing business requirements;
- Establishes and manages project plans;
- Performs configuration changes and/or prepares and develops design specifications for programmers;
- Conducts detailed system design and writes specifications for development;
- Develops tests for SAP modules, components, and sub-components and training plans and materials for updates and/or enhancements;
- Prepares, monitors, and analyzes budgets;
- Analyzes new hardware and software updates and products certified by SAP;
- Represents the department on a variety of committees;
- May supervise technical and support personnel;
- Participates in tactical and strategic planning initiatives;
- Acts as a liaison with organizations and agencies for the continued development of SAP;
- Prepares and presents reports.

* **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Announcement for updated minimum qualifications.

A Bachelor's degree or equivalent education (i.e., minimum completed units equal to 120 semester/180 quarter units); **AND** two years of recent full-time experience (within the last 5 years) analyzing business needs and problems, defining solutions, and working on software development/implementation projects to meet operational goals OR professional experience providing technical and operations support of an automated system. Qualifying experience must include a minimum of one year working with one of the core software applications in the SAP Business Suite (i.e., ERP, CRM, SRM, PLM) including design, configuration and implementation of SAP functional modules, components, and sub-components, troubleshooting and problem resolution, and providing technical assistance to others.