**CLASS SPECIFICATION**

**SAN DIEGO CITY CIVIL SERVICE COMMISSION**

<u>**BUSINESS SYSTEMS ANALYST III - 1021**</u>

<u>**DEFINITION**</u>**:**

Under direction, to perform the most complex, in-depth, unique, and difficult 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 provide expertise in the design, development, and implementation of enterprise system responses to City business needs; to serve as a business analyst focused on the intersection of technology and functional business needs; to perform a wide variety of complex projects and assignments to support the development, testing, and implementation of new and modified system applications; to provide day-to-day user support; may serve as a supervisor over other professional personnel; and to perform related work.

<u>**DISTINGUISHING CHARACTERISTICS**</u>**:**

This is the highest class in the Business Systems Analyst series.  This class is distinguished from Business Systems Analyst II and Business Systems Analyst I in that Business Systems Analyst III positions are responsible for performing the most complex and unique enterprise system analyses or supporting multiple functional areas, components, and/or sub-components.  This class may also supervise the activities of professional business systems analyst staff.  Incumbents perform with the highest degree of independence and exercise expert judgment within broadly defined limits.

\* <u>**EXAMPLES OF DUTIES**</u>**:**

- 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 the most complex tasks dealing with the analysis, design, development, and implementation of solutions serving business needs in City departments;
- Ensures the integration of the SAP system with other department technologies and systems;
- 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;
- Provides direction and supervision to team members during the development cycle of assigned projects;
- Establishes and manages project plans;
- Performs configuration changes and/or prepares 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;

\* **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.

- May supervise the work of professional personnel including outside vendors and technical support personnel in a variety of systems analysis activities;
- Acts as a lead over multiple integrated and complex projects;
- Participates in tactical and strategic planning initiatives;
- Acts as a liaison with organizations and agencies for the continued development of SAP;
- May provide support to one or more functional areas, components, and/or sub-components;
- Prepares and presents reports.

## **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** four years of recent full-time experience (within the last 8 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 two years City of San Diego SAP support/implementation experience or three years 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, project management, troubleshooting and problem resolution, and providing technical assistance to others.