**Class Summary**

The Business Systems Analyst – Senior (BSA) applies subject matter expertise of enterprise business processes and ERP applications and/or other systems to sustain, improve, and optimize solutions and utilization. The BSA – Senior analyzes, develops, implements, modifies, and installs moderate to highly complex or critical business processes/systems that may require design and/or integration of technical solutions across multiple functions of the business. This may include system support and applying subject matter expertise of enterprise business processes and enterprise resource planning (ERP) applications. The BSA – Senior conducts complex work assignments and collaborates with stakeholders to identify, analyze, evaluate, and implement ERP system solution options, enhancements, integrations, and configurations; participates in business planning to understand goals, direction, and requirements while considering existing, new, and emerging solutions and/or opportunities; and serves as a team member for projects that are large in scope, highly complex, and/or enterprise-wide. Stakeholders may include project teams, development teams, functional managers, and user communities. This position also develops education, training, and change management solutions, works under minimum supervision with wide latitude for independent judgement, and may assist or coach less experienced team members.

**Distinguishing Characteristics**

This is the third level within a four-level classification series. This classification is distinguished from the Business Systems Analyst – Principal classification in that incumbents in the Business Systems Analyst – Principal classification act as lead business process and ERP application expert for complex, critical, ERP or other systems. It is further distinguished as the BSA – Principal improves business processes through short and long-term enterprise business planning and conducts highly complex and expert-level work assignments to sustain, improve, and optimize solutions and utilization of the ERP and/or other systems.

**Examples of Duties**

*In addition to the duties of the Business Systems Analyst, the Business Systems Analyst – Senior will :*

1. Develop business partner relationships and understanding of business strategies and processes with key business stakeholders.
2. Assess, analyze, plan, execute, and facilitate change management activities, or advise on best practices to ensure end-user readiness and change adoption.
3. Ensure completeness of functional requirements and application solution analysis for the design and implementation of defined business requirements and objectives; identify and resolve gaps or issues.
4. Ensure completeness of business and functional requirements and architecture and/or solution alternative analysis for the design and implementation of business system solutions; identify and resolve gaps or issues.
5. Perform system analysis, design, configuration, and/or implementation activities.
6. Troubleshoot ERP functionality, analytics, reporting, and integrations; recommend enhancements and/or changes potentially involving custom design.
7. Document system modifications, develop system manuals, and provide input for training materials as assigned.
8. Ensure test strategies contain appropriate integration and process components; develop system test cases and validate test results; and analyze testing results ensuring solutions meet the needs of the business.
9. Define system scope and objectives based on the needs of the business customers, end user(s), and understanding of the business process.
10. Develop cost estimates for new functions, systems, and/or system enhancement planning as assigned.
11. Establish performance and reliability of enterprise resource planning (ERP) systems; troubleshoot software and system ERP modules; recommend enhancements and/or changes involving custom design, optional, and third party applications.
12. Design and develop new or update existing dashboards and/or reports requiring complex calculations.
13. Analyze technology trends and identify issues, proposing recommendations based on the impact of new and/or emerging technology or modification to existing systems.
14. Engage in ERP applications subject matter expertise work as assigned, such as Oracle E-Business Suite (EBS), PeopleSoft, Enterprise Performance and Budgeting Management (EPM), and related BI/Analytics and reporting systems.
15. Lead education, training, and change management activities.
16. Coach less experienced team members.
17. Contributes to measurable team and/or organizational objectives.
18. Perform other duties as assigned.

**Knowledge/Skills**

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite.

**Education and Experience Requirements**

Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**Licensing, Certification and Other Requirements**

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

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| **FLSA Designation** | Exempt (Administrative) |
| **Service Status** | Career Service |
| **EEO Code** | 2 |
| **Levels within same series** | Business Systems Analyst – Entry, Business Systems Analyst, Business Systems Analyst – Senior, Business Systems Analyst - Principal  |
| **Class History** | 08/2022 - Created |