**Class Summary**

The Business Systems Analyst (BSA) applies knowledge of enterprise business processes and systems to analyze, sustain, improve, and optimize business solutions and utilization. This may include system support for enterprise resource planning (ERP) applications. The BSA conducts work assignments of increasing complexity, including assessing business partner needs by applying a structured requirement process to assist in identifying business priorities; analyzing business partner operations to develop, draft, and communicate business and functional specifications and testing plans; and supporting stakeholders to implement solution options, enhancements, integrations, and configurations. They will also participate in the development of education, development, training, and change management solutions and applies standards and guidelines to problem-solving. Stakeholders may include project teams, development teams, functional managers, and user communities. This position will work under moderate supervision with some latitude for independent judgement in a support role or project team role.

**Distinguishing Characteristics**

This is the second level within a four-level classification series. This classification is distinguished from the Business Systems Analyst – Senior classification in that incumbents in the Business Systems Analyst – Senior classification analyze, develop, implement, modify, and install 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. It is further distinguished as 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.

**Examples of Duties**

*In addition to the duties of the Business Systems Analyst-Entry classification, the Business Systems Analyst will:*

1. Provide effective technical solutions by establishing and maintaining 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. Evaluate business partner operations to determine opportunities for improvement.
4. Document current processes and business models; assist in business process redesign. Develop business objectives and requirements following a structured methodology.
5. Participate in short and long-term business planning through business goal and direction determinations.
6. Develop, execute, and validate test cases.
7. As needed, coordinate with software quality assurance (SQA).
8. Investigate, resolve, and escalate problems and develop recommendations for resolution; identify technical assistance and problem resolution needs. Apply established standards and guidelines to problem-solving.
9. Maintain new and/or existing dashboards and/or reports.
10. Provide system and process support to business customers and the end user community as assigned.
11. Engage in ERP applications work as assigned, such as Oracle E-Business Suite (EBS), PeopleSoft, Enterprise Performance and Budgeting Management (EPM), and related BI/Analytics and reporting systems.
12. Apply structured software development life cycle (SDLC) methodology to deliver ERP production system, function, and business improvements.
13. Participate in education, training, and change management activities to optimize use of the ERP system and functions and/or other systems.
14. Participate in project and improvement teams as assigned, representing ERP systems solutions, enablers, and integration. Recommend best system utilization and practices to optimize use of the ERP system and/or other systems.
15. Contributes to team objectives and outcomes.
16. 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 |