City of Phoenix
SENIOR BUSINESS SYSTEMS ANALYST

JOB CODE 09820

Effective Date: 04/13

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to perform advanced systems analysis and design of enterprise business systems applications. The classification is responsible for providing technical expertise in the analysis, installation, configuration, testing, and maintenance of Enterprise Resource Planning (ERP) systems. Work involves analysis of both new and old applications relating to finance, human resources, and customer management. This position is expected to bring projects to conclusion, including development of user and information system operating procedures, instructions and training, and required documentation. Work requires conferring with user department personnel to ascertain specific design requirements. Incumbents work under general supervision of an Information Technology Project Manager, Lead User Technology Specialist, Lead Business Systems Analyst or other technical supervisor. Performance is judged by results obtained. The scope and complexity of assignments and projects distinguishes this classification from the Business Systems Specialist class.

ESSENTIAL FUNCTIONS:

- Prepare requirements, specifications and recommendations facilitating improved business processes in Enterprise Resource Planning (ERP) systems to improve productivity and accountability.
- Confers with user department personnel to ascertain specific design requirements, and leads information gathering sessions with customers and team members.
- Consults with management to ensure agreement on system principles.
- Evaluates, implements, and supports new developments and enhancements in ERP systems.
- Provides support of integrated applications and processes outside of the ERP including interfaces, portals, and downloads.
- Works with and provides guidance to programmers and other technical staff regarding progress and issues with system development.
- Provides direction and guidance to Business Systems Analysts.
- Provides advanced help desk support.
- Creates data queries, scripts, workflow and reports using reporting languages and tools.
- Manages documentation and training system updates.

- Develops and provides user training as required.
- Provides clarifications to the development team and act as single point of contact with the Information Technology Services Department.
- Develops functional specifications associated with system enhancements for ERP systems.
- Maintains solid understanding of the functionality and test data that will be required to build, unit test, integrate test customizations and upgrades.
- Conducts fit/gap analyses, configuration options and analyzes the feasibility and analyzes problems and prepares functional work flow diagrams, input and output forms and detailed computer program specifications.
- Evaluates improvements and possible modifications of existing systems upon request.
- Tests and implements completed applications.
- Maintains regular and reliable attendance.
- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity.
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Specific enterprise applications and modules.
- Flow charting, data modeling, process modeling, form design, and control procedures.
- Research techniques and fit/gap analysis.
- Data input methods and control techniques used for computer processing.
- Methods of structured system analysis and design, and information engineering..

Ability to:

- Troubleshoot and diagnose system problems.
- Develop solutions to functional problems and transform abstract ideas to easily understood procedures.
- Analyze and interpret research findings to prepare design specifications.
- Develop and execute unit-test and integration test scenarios in ERP systems.
- Produce written documents in the English language with clearly- organized thoughts with proper sentence construction, punctuation, and grammar.
- Communicate orally in the English language with customers, clients, and the public in a face-to-face, one-to-one setting, or group setting.
- Remain in sitting position for extended periods of time.

- Work safely without presenting a direct threat to self or others.

Additional Requirements:

- Some positions will require the performance of other essential or marginal functions.

ACCEPTABLE EXPERIENCE AND TRAINING:

Two years of experience in systems analysis, configuration, and testing of enterprise applications and a bachelor's degree in business, computer science or a related field. Other combinations of experience and education that meet the minimum requirements may be substituted.