



# **City of Phoenix**

## **LEAD BUSINESS SYSTEMS ANALYST**

**JOB CODE 09830**

Effective Date: 04/13

### **DISTINGUISHING FEATURES OF THE CLASS:**

The fundamental reason this classification exists is to perform the highest level of systems analysis and design of enterprise business systems applications. The classification is responsible for providing the highest level of 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. At this professional level, analysis competence, leadership, and person-to-person communication skills are of equal importance. This position is expected to bring projects to conclusion, including development of user and information system operating procedures, instructions and training, and required documentation. Some positions are required to supervise and provide leadership to lower level positions. May direct work of outside consultants on project upgrades or enhancements. Work is performed under administrative direction of an Information Technology Project Manager or other technical supervisor and performance is judged by results obtained.

### **ESSENTIAL FUNCTIONS:**

- Prepares comprehensive project plans and schedules;
- Facilitates joint business or technical staff analysis and design working sessions;
- Conducts systems analysis and design studies and prepares concept and design specifications;
- Provides guidance for significant phases of computer applications such as planning, design, or testing;
- Performs data file development;
- Provides problem analysis support to diagnose and remedy problems in operating procedures, computer hardware, system software, and computer application programs;
- Establishes and reviews procedures and evaluates new or revised applications to ascertain that standards are being maintained;
- Serves as project leader responsible for systems analysis and design for a complex or broad functional application;
- Plans, assigns, oversees and reviews the work of lower classifications;
- Analyzes the most difficult work procedures and job methods;
- Determines needs and develops the most effective means of satisfying management requirements;



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- Prepares reports of study results and evaluates benefits and improvements;
- Coordinates joint activities of operating personnel, programmers, and analysts;
- Confers with user department personnel to ascertain specific design requirements;
- Coach and mentor lower level staff;
- 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.
- Principles and practices of personnel management and supervision.

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.
- Perform a broad range of supervisory responsibility over others.
- 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.



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### **ACCEPTABLE EXPERIENCE AND TRAINING:**

Five 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.