



Senior Business Analyst

DEFINITION

Under direction, plans, leads, and manages activities associated with the acquisition and compilation of data, analysis of such data, project management, report preparation, and support of various District business systems and applications; performs complex professional work in conducting various business analysis and forming recommendations for operational and system improvements; leads, trains, directs, assists, and reviews the work of assigned staff; coordinates various analytical and systems activities with other District staff; and performs other related work as required.

DISTINGUISHING CHARACTERISTICS

Senior Business Analyst is the advanced journey-level classification in the Business Analyst series. This classification is distinguished from the Business Analyst II classification by performing the most difficult, complex, and consequential analysis, acting as the staff specialist on business systems, managing complex projects, and functioning with limited oversight and direction. This class is responsible for the most technical business systems and greatest impact on District operations and may provide technical supervision to lower-level staff within the assigned division.

TYPICAL DUTIES

TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Provides a variety of complex and difficult project, program, administrative, and analytical support to an assigned department or program area; reviews efficiency and effectiveness of operations and develops and revises policies and procedures.
- Works with internal customers and stakeholders to conduct and facilitate business process analysis and identify areas of improvement; assists in the development of functional and technical requirements for new and improved solutions; designs and amends business processes following analysis and determination of efficiency improvements.
- Manages and/or participates in the design, development, and implementation of business system projects; researches, evaluates, and develops or recommends appropriate solutions and implementation strategies; designs implementation strategies based on needs, requirements, and resources.
- Manages and leads business system projects through the entire life cycle utilizing formal project management processes; leads, motivates, and coaches assigned staff and team, reviews work and provides direction to consultants and vendor staff, manages the overall process to ensure project success.
- Develops project plans, budgets, timelines, status reports, progress reports, and project documentation; monitors project plans and budgets, forecasts issues and risks, controls costs, implements quality control, coordinates activities, resolves issues, handles project closure process, and other related project management work.

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- Conducts complex and difficult research, data analysis, and forms recommendations for operational and administrative programs, business systems, policies, and procedures.
- Manages and oversees data collection, compilation, coordination, organization and data security.
- Oversees and participates in the preparation of comprehensive technical, statistical and analytical reports, records, and recommendations.
- Studies and reports on unused functions of the financial management software; develops and tests new or modified report formats, customized programs to manipulate data, or changes to file structure; creates or updates functional specifications for new or modified reports and applications; coordinates with lead user and developer to test and implement new or modified programs as needed.
- Coordinates and oversees the installation of program fixes and customized menus for business systems; troubleshoots programming and system problems associated with applications already in use; coordinates implementation projects with various business units, functional areas, and/or vendors
- Oversees and participates in reviewing various reports and error message and provides application support to end users for business systems and related applications; prepares and disseminates sensitive information.
- Oversees and participates in conducting data evaluation, data analysis, and database development and maintenance.
- Determines, defines, and documents current and proposed business process and end user documentation for programs and projects; develops use cases and test plans; develops documentation and provides end user training on an ongoing basis in support of business processes, financial management system features, related applications, and workflows.
- Applies accounting and auditing principles and techniques to ensure that data integrity, internal controls, and audit trails are maintained throughout all applications.
- Responds to and resolves inquiries and complaints; establishes and maintains positive working relationships with managers, staff, internal customers, vendors, and others during the course of work using principles of good customer service.
- Maintains current knowledge in the field of business analysis and project management.
- May supervise, train, assign work, monitor, and evaluate performance of assigned staff
- Performs other related work as required.

REQUIREMENTS

Any combination of education and experience that would likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be the equivalent of:

Education and Experience:

Possession of a baccalaureate degree from an accredited college or university with a major in business administration, management information systems, computer science, accounting, or a related field; and six (6) years of full-time, professional experience performing business analysis and project management duties, which includes two (2) years of experience equivalent to that of a Business Analyst II within the District.

Knowledge, Skills, and Abilities:

Knowledge of: advanced principles and practices of public and business administration; advanced methods of research, program analysis, data analysis, and report preparation; principles and practices of team-building, leadership, supervision, and training; advanced methods and standards of computer systems, project management, and project life cycle tools; advanced principles and practices of systems and procedure analysis; business analysis; databases and data management systems (such as MS SQL-Server, Oracle, MS Access); Oracle Enterprise One applications such as: Accounts Payable, Accounts Receivable, General Ledger, Fixed Assets, Payroll, Job Cost, Budget, Inventory and Purchasing; and automated report writing tools; current and emerging trends in the use of information systems for utility management; pertinent laws, codes, and regulations; safe work practices and the ability to identify workplace hazards and/or unsafe conditions and take appropriate corrective action; modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Skill and Ability to: manage complex projects through the entire life cycle process; plan, organize, and supervise activities and staff; provide effective leadership; set priorities, negotiate changes, and meet deadlines; coordinate multiple projects simultaneously; develop and interpret policies and procedures; apply advanced analysis methodologies; conduct the most complex systems analyses, studies, and evaluations involving financial applications; define logic for individual programs and program systems; define test schedules and test data requirements for programs; utilize effective project management skills to oversee system implementation or upgrade projects; evaluate and enhance existing systems for performance and take appropriate action when system operating problems occur; maintain detailed and accurate records; interpret and present findings in a clear, concise oral and written form including the creation and use of tables, charts, and graphics to summarize results; interpret and apply laws, regulations, policies, and procedures; organize workload and meet critical deadlines; create and maintain a work environment that promotes effective, thoughtful communication between team members, the general public, and management; provide technical training to District staff; operate modern office equipment including computer equipment and specialized software applications programs; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Working Conditions/Physical Requirements:

The essential functions of these classifications are performed in a controlled-temperature office and require the ability to: sit for extended periods of time in front of a computer screen: use finger

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dexterity and hand strength to perform simple grasping and fine manipulation; use a telephone and operate computer keyboard on a daily basis; speak and hear in person and on the phone; see sufficiently to perform assignments; intermittently twist to reach equipment or supplies surrounding desk; and frequently lift or carry items weighing up to 20 pounds and occasionally up to 55 pounds.

Revised: 03/2025

Approved: 
Human Resources/Risk Manager