



Senior Business Analyst

Class Code:
475

DEFINITION

Under general direction, plans, leads and manages activities associated with the development, implementation, maintenance and replacements of major business systems and applications;; performs professional work including requirements gathering, system and business analysis; testing and training; leads, trains, directs, assists and reviews the work of assigned staff; assists with the preparation of budgets, develops specifications and makes recommendations for capital purchases; works as a liaison between Information Technology (IT) and other District departments to coordinate various system activities including functional testing, delivery of standard and customized systems training and end user support; performs other related work as required.

DISTINGUISHING CHARACTERISTICS

This single-position professional class is characterized by a high degree of professional and technical knowledge and skill in business analysis and managing complex information technology projects. The incumbent is responsible for coordinating with District personnel at all levels for implementing, maintaining and enhancing major information systems. In addition to serving as the primary liaison between IT and client department(s), the incumbent serves as the project manager who plans and oversees IT projects that may be large, broad in scope and impact, and involve complex business requirements and diverse customer base, require integration of different technologies and solutions, and have many critical dependencies, including subprojects and cross-functional teams. Work requires strong customer engagement and business relationship management competencies, project leadership and management skills, business process analysis skills, and understanding of technology solutions and options.

TYPICAL DUTIES

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

- Works with internal customers and stakeholders to conduct and facilitate business process analyses and identify areas of improvement and effective technology utilization; assists in the development of functional and technical requirements for new and improved technology solutions; consults with clients to identify information system needs and projects, recommends solutions, advises on project feasibility, defines and develops objectives related to the project.
- Manages and/or participates in the design, development and implementation of applications and projects and other technology solutions; researches, evaluates and develops or recommends appropriate architectural framework, technology solutions and implementation strategies; designs implementation strategies based on needs, requirements and resources.
- Confers with software and hardware vendors; prepares, RFI, RFQ, RFPs and solicits vendor bids/quotes as needed; assists with evaluation of proposals and selection of contract firms providing information technology services and may assist in contract negotiations with vendors.
- Manages and leads IT 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.
- Performs quality assurance functions including validating the quality of software applications, develops test plans and strategies, and provides recommendations for improvements.
- Develops policies and procedures for project, systems and change management; ensures appropriate policies and procedures are being followed by conducting periodic assessments.
- Conducts outreach and information sharing for ongoing and planned information technology projects and services utilizing various communication methods including informational newsletters and presentations.
- Provides ongoing functional system? support, performs and directs system administration activities, researches and analyzes system issues, or other pertinent matters including hardware and software aspects; coordinates technical assistance and advice to end users for resolution of problems presented; escalates incidents, problems and requests for service(s) and/or resource(s) to other Information Technology division staff as appropriate.
- Coordinates and participates in the development of ad-hoc and customized reports through the use of various end user reporting tools.
- 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.
- Identifies, develops, coordinates and conducts individual and groups training sessions and makes presentations.
- Maintains current knowledge in the field of Information Technology, Business Analysis, and Project Management;
- May supervise, train, assign work, monitor, and evaluate performance of assigned staff.
- Reviews efficiency and effectiveness of operations, develops and revises policies and procedures.
- 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:

A bachelor's degree in management information systems, computer science, or a closely related field from an accredited college and seven (7) years of experience performing professional level work in the information technology field, including five years of recent work experience performing business analysis and managing IT projects through the entire project life cycle process.

Knowledge, Skills and Abilities:

Knowledge of: Principles and practices, methods and standards of computer systems, IT project management and project life cycle tools; system analysis; business analysis; software applications such as Microsoft Project and MS Office Professional Suite; current and emerging trends in the information technology field; principles and practices of team-building, leadership, supervision and training.

Skill and Ability to: Manage complex IT projects through the entire life cycle process; plan, organize, and supervise activities and staff, provide effective leadership; coach, provide integrated consulting services and responsive customer service; set priorities, negotiate changes, and meet deadlines; coordinate multiple projects simultaneously; develop and interpret policies and procedures; research, analyze, make recommendations; and resolve problems; prepare clear and concise reports including technical and management reports; communicate effectively, both orally and in writing; and establish and maintain cooperative and effective relationship with those contacted during the course of work; perform business process analysis and recommend technology and process improvement solutions.

Additional Requirements:

- Must possess a valid California driver's license and have a satisfactory driving record.
- Possession of a Project Management Professional (PMP) certification is desirable.

Working Conditions/Physical Requirements:

The essential functions of this classification are performed in a controlled-temperature office and require the ability to: regularly use finger dexterity and hand strength to perform simple grasping and fine manipulation; operate equipment and keyboards; speak and hear in person and on the phone; see to read computer screens and documents and color vision to distinguish wiring and indicator lights; smell to perceive overheated equipment; intermittently sit for extended periods; stand and walk; reach with hands and arms; and twist; and occasionally bend, stoop and kneel to access service equipment and lift and carry equipment weighing up to 50 pounds.

Revised: 12/14

Approved:  _____
Human Resources/Risk Manager