

SENIOR BUSINESS SYSTEMS ANALYST

DEFINITION

Under general direction, plans, coordinates, and manages information technology services projects through the entire project lifecycle, including conception and initiation, definition and planning, launch and execution, monitoring and controlling, and close-out; analyzes, designs, maintains, and modifies the Santa Clara County Housing Authority (Agency)-wide enterprise software applications; consults with users, gathers data, analyzes and evaluates system requirements, and modifies systems; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Business Systems Supervisor. May exercise technical and functional direction over and provides training to assigned staff on a day-to-day or project basis.

CLASS CHARACTERISTICS

This is the advanced journey-level in the business systems analyst class series responsible for analysis, design, customization, and management of Agency-wide and/or interdepartmental software applications, as well as oversight of complex information technology projects. Positions frequently solve problems or establish process redesign improvements requiring analysis of unique issues or problems without precedent and/or structure and formulate and present strategies and recommendations to management. Positions at this level are required to be fully trained in all procedures related to assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. This classification is distinguished from the Business Systems Supervisor in that the latter has full supervisory authority in planning, organizing, and directing information technology business systems programs, projects, and services.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Individually or as the team leader, manages systems, infrastructure, and software application research, development, conversion, installation, and maintenance projects through the entire project lifecycle, including conception and initiation, definition and planning, launch and execution, monitoring and controlling, and close-out.
- Plans, organizes, and defines project requirements, methods, and end objectives in consultation with end users; performs risk assessments; develops concept documents, impact analyses, stakeholder analyses, and draft process documentation; coordinates project activities with team members, other information technology staff, user representatives, and outside vendors.
- Develops project budgets, service level agreements, and schedules; monitors project progress and ensures project goals and agreement requirements are met.
- Participates in the development of project management toolkits and methodologies used by information technology staff.
- Facilitates and conducts business process redesign or technical design sessions and/or focus groups for design and implementation of new processes or systems.
- Analyzes, designs, customizes, and manages Agency-wide and interdepartmental enterprise software applications; reviews, analyzes, streamlines, and documents business processes and relates them to application software capabilities.
- Interviews, analyzes, and documents end user work processes and infrastructure and system requirements; conducts technical reviews; develops or refines specifications; designs, recommends, implements, and evaluates upgrades, expansions, and solutions.
- Develops consultant requests for proposals and qualifications for professional services; evaluates proposals and recommends project award; develops and reviews contract terms and amendments; ensures contractor compliance with Agency and department standards and specifications and time and budget estimates.
- Stays abreast of new trends and innovations in technology related to information technology operations; researches, recommends, and evaluates vendor solutions and technologies; implements improvements; works with staff to maintain, revise, or improve operations and systems.
- Writes and maintains user and technical operating instructions and documentation; prepares training materials and conducts formal and informal training programs on the use and operation of the applications and advises on best practices.

- Provides continuous training and mentoring to lower-level staff in areas of responsibility.
- Posts and updates the Agency's website.
- Performs other duties as assigned.

QUALIFICATIONS

Education and Experience:

A bachelor's degree from an accredited four-year college or university with major coursework in management information systems, computer science, or a related field and five (5) years of progressively responsible experience in information technology project management.

Licenses and Certifications:

None.

Knowledge of:

- Principles and practices of project management, identifying technology needs and issues, researching and evaluating technology, applications, and the most effective courses of action, and implementing solutions.
- Project budget development and contract administration principles and techniques.
- Advanced principles and practices of information technology applications, systems, and infrastructure analysis, design, and management.
- Principles and practices of vendor relationship management.
- Techniques and methods of writing and maintaining user and technical operating instructions and documentation.
- The organization, operation, and functions of the department as necessary to assume assigned responsibilities and to determine appropriate point of escalation.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and Agency staff.

Ability to:

- Plan and manage applications development, enhancement, and maintenance projects.
- Perform analyses of informational requirements and needs; identify, evaluate, and solve systems problems; design and implement new or revised systems and procedures; provide technical advice and consultation, and ensure efficient computer system utilization.
- Lead design sessions and process improvement sessions to identify business and user needs and discuss application capabilities and design modifications needed for improvement.
- Develop and maintain technical operating instructions and documentation.
- Prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, rules, and regulations.
- Establish and maintain a variety of filing, record-keeping, and tracking systems.
- Organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment.



Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, duties of this class may be performed in an environment with exposure to various odors/fragrances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.