

## **DESERT COMMUNITY COLLEGE DISTRICT**

### **BUSINESS SYSTEMS ANALYST**

#### **BASIC FUNCTION**

Under the direction of the Director of Systems Management and MIS Operations participate in a variety of highly specialized and complex activities involved in the planning, analysis, design, programming, development, modification, enhancement, maintenance, and implementation of computer systems; understand academic and business operations; organize, coordinate, and schedule projects to manage the integration and utilization of the ERP systems; analyze business processes and user requirements, procedures, and problems to automate processing, to improve existing computer systems and to identify workflows; coordinate implementation of third-party systems; develop test plans and strategies as a result of system changes. Develop and test ad-hoc queries. Assist with reporting requirements.

#### **REPRESENTATIVE DUTIES**

##### **Essential Duties:**

1. Work with assigned departments to analyze business processes and implement technology solutions to automate information and workflow; participate in meetings to review and document technology needs; research, recommend, develop and deploy enhancements to improve business efficiencies; receive, respond to, analyze and resolve requests regarding programming issues, system performance, and malfunctions.
2. Develop and participate in a variety of highly specialized and complex projects including but not limited to planning, design, programming, development, modification and analysis of assigned computer systems, databases, software and applications; establish and maintain computer programming timelines and priorities for assigned complex projects, systems and applications.
3. Coordinate projects, services, and communications to meet district technology needs related to system and application development and ensure smooth and efficient activities; monitor, evaluate and adjust activities in response to project progress, needs and issues.
4. Plan, develop, and implement a variety of computer programming projects; prepare and develop computer system, software and application project plans and specifications in accordance with district and/or department needs; coordinate projects related to complex systems and application development to meet data processing needs, resolve data problems and provide for system enhancements.
5. Coordinate, and participate in the design, coding, testing and implementation of new system software and applications; lead and participate in the review, analysis and modification of existing systems, software and applications as necessary; ensure new and revised software applications integrate with existing computer systems.
6. Responsible for various projects, assignments and activities related to system and application development, analysis, design, problems and malfunctions; coordinate projects and review completed work for accuracy, completeness and compliance with established standards, requirements and procedures.
7. Respond to inquiries and provide technical information concerning related software, data, malfunctions, applications, practices, techniques and procedures.
8. Analyze system performance and ensure proper debugging of software and applications, and detection and resolution of programming errors and miscalculations; identify and participate in the timely troubleshooting and resolution of system, software and application malfunctions; receive, respond to, analyze, and resolve user requests and complaints regarding programming issues and malfunctions.

9. Ensure proper operation, maintenance and implementation of new and revised systems and applications; monitor the installation, upgrading and configuration of software and applications to enhance and ensure operation of computer systems; monitor and analyze system software and hardware to ensure alignment with application and end user requirements.
10. Receive, analyze, and coordinate responses to staff and administrative requests for system and application additions, revisions and modifications; confer with technology staff to ensure proper diagnosis and support of system, application and related technology needs; coordinate a response to user emergencies.
11. Participate in the analysis and testing of vendor computer systems, applications and components; analyze and identify system and application needs and issues; recommend in-house or vendor solutions according to feasibility and compatibility with current systems; coordinate and recommend the purchase of computer systems and applications to enhance district technology operations.
12. Coordinate and monitor the enhancement and modification of databases to facilitate the collection, management, manipulation, reporting and distribution of computerized data used for analysis; develop and modify database systems to improve and resolve problems with computerized reporting, record-keeping, forms and documents.
13. Monitor application and related user support functions; coordinate training and assistance to staff regarding system and application operations; monitor and participate in technical assistance services to provide staff with information concerning systems, software, applications and related practices, requirements, procedures and malfunctions.
14. Maintain current knowledge of applicable programming languages and technological advances in computer systems, databases and applications.

**Other Duties:**

1. Develop and coordinate effective system security for assigned computer systems and applications.
2. Develop and assign appropriate security classes for database access; setup new accounts and users.
3. Assist with Federal, State, and other reporting.
4. Create virtual fields as necessary to support reporting.
5. Attend and participate in various meetings as assigned.
6. Perform other related duties as assigned.

**KNOWLEDGE AND ABILITIES**

Knowledge of:

Project management techniques involved in the development and implementation of programming projects; best practices and techniques used in programming; knowledge of ERP systems and strategies to install patches, implement new modules, and system enhancements; understanding of District academic and business goals and objectives and how the District's ERP systems can assist in achieving these goals and objectives; applied knowledge of principles and techniques of systems analysis and design; working knowledge of methods and uses of information technology tools including (but not limited to) report writers, special programming tools, general use desktop applications.

Ability to:

Solve complex problems and analyze, design, program and implement complex computer systems and programs; analyze user needs accurately and develop courses of action including effective systems and programs; develop and implement related policies and procedures; research, compile and analyze

information/data; evaluate complex business problems and effectively communicate alternative solutions at the technical, user and administrative levels; provide functional and technical assistance to ERP system users; work independently with minimal supervision; manage multiple tasks and meet deadlines with frequently demanding time constraints; communicate effectively, clearly, and concisely both verbally and in writing; establish and maintain cooperative and effective working relationships with others; ability to exercise patience, tact and good judgement in dealing with end users.

#### **EDUCATION AND EXPERIENCE**

Any combination equivalent to: Bachelor's degree in computer science, information systems or related area; two (2) years of increasing responsibility in a similar area, public sector preferred; 2 years of experience with project management; 3 years of programming experience in languages such as PL/SQL, SQL, C++, Java, .net, PHP, XML, and/or HTML.

#### **WORKING CONDITIONS**

Environment: Office environment.

#### **EMPLOYMENT STATUS**

Bargaining Unit Position

Classified Salary Schedule: Range 21

Board of Trustees Approved: March 3/16/18