



MARIN MUNICIPAL WATER DISTRICT

Business Systems Analyst III

DEFINITION

Under direction of assigned management or supervisory personnel, performs a variety of difficult and responsible technical and administrative support activities related to the operation, implementation, and maintenance of the District's integrated business information system. Incumbents in the Business System Analyst III class assist District staff in the efficient use and improving of the District's business information system, by understanding processes involved and providing the most effective system functions to match those business process needs. Prepares documentation of system operating procedures and trains staff in their use, responding to questions and suggestions for improvements, and may provide technical and functional direction to other staff as necessary; performs other duties as assigned.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey-level class in the Business System Analyst classification series. This classification should have extensive expertise in one or several of the relevant business functions within their assigned specialty area such as; customer service and billing, utilities, operations and maintenance, human resources and payroll. This position is distinguished from the Business System Analyst II by the required in-depth understanding of the business processes in the work area, and the ability to perform more complex, analytical tasks relative to other positions within the series.

EXAMPLES OF DUTIES

Typical duties may include but are not limited to the following:

- Participates in analyzing, developing and recommending modifications to business process designs in collaboration with District work units to define requirements.
- Makes most effective use of business information system capacities, documents work flow, and recommend improvements related to business processes and technology.
- Develops specialized reports and graphic representations as needed in support of District activities, programs, and goals; provides reports and statistical data for management's use in administering budgets and controlling costs.
- Identifies training needs, develops training materials and documentation; presents training to District personnel in the operation, use and capabilities of the business information system.
- Develops and maintains business information system and user documentation and procedures;
- Participates in the development and recommendation of related policies and procedures.

- Responds to inquiries and requests and provides technical assistance to users of the business information system; assesses user requirements and assists in designing solutions.
- Identifies problems and troubleshoots; uses the business information system to maintain records of problems, solutions, and resources used.
- Assists in the design, configuration, and maintenance of business information system procedures, planning and monitoring tools, and reports.
- Assists in installation and testing of new application software and upgrades.
- Develops and maintains standards and consults with others to verify data accuracy and data standards.
- Assists data owners with devising consistent, efficient data entry methods for maintaining accurate records and preserving data integrity.

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Theories and applications of computer science related to enterprise-level software;
- Methods and techniques used in the installation, trouble shooting and maintenance of software applications;
- Methods of advanced system analysis;
- Principles and practices of business information systems;
- Techniques of procedure and process development;
- Techniques used in gathering, retrieving, and reporting data;
- Practices and techniques of training and instruction;
- Personal computer software such as spreadsheets, word processing, and graphics applications;
- Proper English usage, spelling, grammar, and punctuation;
- Policies and techniques for effective communication and customer service;
- Safety practices and procedures related to work.

Ability to:

- Provide technical support for implementation and maintenance of business information system tools;
- Respond to and identify user needs and help determine solutions;
- Understanding the design, documentation, and improvement of business processes;

- Design and develop system and user documentation and procedures;
- Develop and establish objective performance measures and standards;
- Analyze and assess the technological needs of business information system users and make appropriate recommendations;
- Troubleshoot, diagnose, and solve problems for system users and detect and identify the cause of errors in data integrity;
- Develop effective training/reference materials and provide instruction to system users;
- Communicate effectively, clearly and concisely, both orally and in writing;
- Prepare clear and complete reports and correspondence;
- Establish and maintain effective working relationships with those contacted in the course of work.

Training and Experience: Any combination of experience and training that would likely provide the required knowledge and abilities are qualifying. A typical way to obtain the knowledge and abilities would be:

- Graduation from college with a four-year degree in computer science or related field; and,
- Five or more years of increasingly responsible experience providing support of computer applications and end users.

OR

- Graduation from college with a two-year degree in computer science or related field; and,
- Six or more years of increasingly responsible experience providing support of computer applications and end users.

OTHER REQUIREMENTS

- Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100 “all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law.”
- May be required to work on-call (after regular business hours) as the operation requires.

PHYSICAL DEMANDS AND WORKING CONDITIONS

During the course of performing job duties the employee will need the mobility to work in a standard office setting, use standard office equipment such as a personal computer, word processing and data base software, calculator, a copy and/or fax machine; enter and retrieve data from personal computers and terminals via

keyboards which is often performed while sitting for extended periods of time; operate office equipment requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously. The employee frequently stands, walks, bends at neck and waists, twists at neck and waist, uses repetitive hand movement, uses simple and power grasping with both hands, uses fine manipulation of both hands and fingers, and may require use of the arms above the shoulder, climb or balance; stoop, kneel or crouch. This position requires that the employee demonstrate adequate hearing and speech to converse in person and over the telephone, and vision to read printed materials and use a computer screen. The employee is occasionally required to lift and carry short distances objects such as reams of copier paper, office supplies, files, books, printed materials and other packages weighing up to 30 pounds.

The noise level in the work environment is quiet to moderate noise. Position may require the ability to work overtime and weekends as needed.

Employees who drive on District business to carry out job-related duties must possess a California driver's license for the class of vehicle driven and meet automobile insurability requirements of the District including review of a recent DMV history. In order to drive, individuals must be physically capable of operating the vehicles and equipment safely.

To be successful in this job, an individual must be able to satisfactorily perform each of the listed duties. These duties are representative of the knowledge, skill and/or ability required for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and functions of the position. Requests for reasonable accommodation should be directed to the Human Resources Manager.

Established: July 2003

Revised: April 2014

Approved by: Human Resources Manager