RIVERSIDE COMMUNITY COLLEGE DISTRICT
CLASSIFIED POSITION DESCRIPTION

JOB TITLE: Business Systems Analyst

BASIC FUNCTION: Under the supervision of the Director of Software Development, provides the communication link between the users of the administrative information systems and technical resources of the Information Services department. Directs users to fully utilize all features and functions of the systems; leads users in decision-making regarding codes, values, parameters, policy and procedure changes, data conversion specifications, validation criteria, forms, report standards, and ad hoc reporting needs. Develops both functional and semi-technical specifications and in conjunction with end users, analyzes, troubleshoots, and researches software problems. Functions as a project leader in certain circumstances.

PROVIDES WORK OR LEAD DIRECTION TO: Routinely manages and provides both technical and functional assistance on complex projects throughout the District as assigned. Provides administrative guidance and/or technical expertise to various departments and/or constituents regarding Information Systems and Business Workflow issues.

DISTINGUISHING CHARACTERISTICS: This classification is one of *the most advanced level* of the information technology series, which includes the classifications of the system administrator, application support technician and the analyst/programmer. The business systems analyst works relatively independently supporting applications areas and developing systems for complex processes.

REPRESENTATIVE DUTIES:
1. Designs, creates, modifies, debugs and otherwise administers system tables, reports, forms, screens, programs and other elements that make up administrative software systems, auxiliary systems, and academic systems of the college. These unique systems include the following: Datatel, Resource25/25Live, People Admin, and OnBase/Hershey.
2. Manages or leads in research, analysis, development, testing and implementation of new and existing administrative software applications.
3. Demonstrates knowledge of programming languages including SQL, XML, Uniquery, UniBasic, C-Sharp and HTML; data collection methods and reporting tools including Crystal Reports and ODS; relational database management systems and central data dictionaries.
4. Develops programming code (computed columns/Uniquery paragraphs) and functional programming language specifications for the Analyst/Programmers and designs, implements and tests final projects for accuracy, functionality, and completeness before placing in a production environment.
5. Demonstrates ability to independently develop applications using enterprise-level tools including application languages, query languages and web development tools to meet user and District needs.
6. Ability to meet the changing needs of current administrative software to web-based solutions including the transition of Datatel UI to Datatel Web solutions, R-25LIVE, SharePoint, and Portal solutions.
7. Responds to the dynamically changing environment and complexity of the 3-college District which directly impacts workflow and state reporting within Datatel and other District administrative software applications.

8. Manages tasks related to the day-to-day project control for the District's administrative systems, including coordination with Information Services staff, classified staff, and administrative personnel within the District
9. Manages a variety of projects as assigned ensuring timely and accurate delivery of projects including the receipt, disposition and resolution of incidents; troubleshoots and determines corrective actions for those incidents, and coordinates the scheduling and project deadlines of management, faculty and staff involved in the project.
10. Demonstrates extensive knowledge of , and ability to conduct a performance gap analysis and/or needs assessment in order to identify issues within a department or workflow and creates output that can include reports, documentation and/or training as deemed necessary
11. Analyzes and evaluates the business requirements of departments and workflows, developing complex business processing rules using the District's administrative systems.
12. Collaborates with management and staff in the establishment and/or revision of policies and procedures regarding the use of district administrative systems.
13. Collaborates with management and staff in the establishment and/or revision of policies and procedures regarding the use of administrative systems.
14. Performs advanced business systems analysis, designs software application functions, and develops complex business rules to streamline processes, workflows, and reporting utilizing various high-level languages.
15. Manages the development of MIS and CCFS-320 reporting processes to produce the State reporting of the District for the State Chancellor's Office. These reports include the term-based and annual reports for student, employee, apportionment and F/A data.
16. Creates and provides instruction, training materials, custom documentation, and procedures for use of District's administrative systems. This includes the design and development of automated training utilizing Adobe Captivate Software.
17. Establishes and maintains effective communication between Information Services staff, network, management and District departments ensuring representation of User interests; relays departmental concerns and issues to the Director of Software Development for possible Information Services involvement and/or other specific action. Must have the ability to understand different political issues, financial constraints, and departmental needs.
18. Attends internal and external meetings; participates, co-chairs, and chairs District committees as assigned; represents RCCD and formally presents at various external regional and national meetings including DUG, 3CDUG and CollegeNet User Conferences.
19. Develops additional skills, knowledge and abilities through education, training, in-services, seminars, and conferences in order to maintain and enhance the level of knowledge and skills required to satisfactorily complete job assignments, to stay current with technology trends related to areas of responsibility, as well as to provide recommendations to improve software applications and procedures.
20. Participates in District-provided in-service training programs
21. Maintains a friendly, supportive atmosphere for students, staff, faculty, and the public.
22. Performs other duties, related to the position, as assigned.

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EDUCATION: A bachelor's degree from an accredited institution in a related field.

EXPERIENCE: At least three years of directly related experience with administrative computer systems as an advanced user or an advanced integrated information systems technician, higher education information systems, using microcomputers, and effectively coordinating multiple, competitive planning efforts for new systems or system enhancements, is required.

LICENSES/CERTIFICATIONS REQUIRED: None.

KNOWLEDGE OF: Computer systems design, databases (data element dictionaries and corresponding programming languages), structured queries, desktop operating systems, report analysis and data variation implications, implementation of new information systems, functional and technical specifications, validation and acceptance procedures, information systems standards and procedures, problem diagnosis and resolution, documentation standards, web based systems, problem solving techniques, training methods for technical and non-technical staff. Principals and techniques of programming and application generation tools. Excellent verbal and written communication skills, and the ability to work independently with minimal or no supervision on a variety of projects at any given time.

ABILITY TO: Communicate intelligently with line staff and management; exhibit superior verbal and written communication skills. Understand user needs and develop both manual and technological solutions; establish and maintain harmonious working relationships with others; analyze complex user problems, evaluate alternatives and devise efficient, cost effective, user friendly solutions; provide technical guidance and recommendations concerning application systems; communicate complex technology applications issues clearly to non-technical parties orally or in writing; work under pressure of deadlines and still make decisions that are appropriate for the situation; locate problems from verbal explanations and correct errors without disrupting end user operations.

OTHER: Candidate must demonstrate clear evidence of sensitivity to and understanding of the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of community college students, staff and the community.

CONTACTS: Co-workers, other departmental staff, managers, faculty, software providers, vendors, local State and Federal agencies.

WORKING CONDITIONS: Normal office environment.

The Riverside Community College District is an equal opportunity employer and recognizes the need to provide reasonable accommodations to employees with disabilities. For more information, contact (951) 222-8039.

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