

## **INFORMATION TECHNOLOGY (IT) BUSINESS ANALYST**

### **DEFINITION**

Under direction, performs moderately complex professional information technology duties related to business process improvement, applications programming support, operational systems support and other areas as assigned; analyzes, documents, communicates user requirements and stakeholder needs in support of application programming or system operations efforts; analyzes, documents, recommends business process modifications to improve business processes for various functional areas; analyzes, documents, designs and enhances data processing, software and hardware systems; assists users in proper use of or in resolving problems with software systems; develops reports and performs limited programming as needed; and performs related work as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This is the full working, journey-level analyst class in the Systems and Programming Series within the Yosemite Community College District (YCCD). Incumbents in this class perform the full range of journey-level professional analytical duties. Work may broadly involve supporting several disciplines such as programming, operations support, and project support or may emphasize a single functional area. Incumbents utilize professional knowledge of information technology to make decisions and complete assignments.

This class may be distinguished from the advanced-level class of Systems and Programming Analyst where incumbents perform professional programming duties related to applications development in addition to work encompassed by the Business Analyst class.

### **SUPERVISION RECEIVED AND EXERCISED**

Incumbents in this class work under the direction of a manager or senior manager, receiving occasional supervision while working toward a definite objective that requires use of a wide range of procedures. Incumbents plan and/or determine specific procedures or equipment required to meet assigned objectives and solve non-routine problems, referring only unusual matters to a supervisor.

An incumbent in this class does not directly lead or supervise other full-time employees, but may assign, direct and/or monitor the work of subordinate full time, part time, and/or student employees on a project or assignment basis.

### **ESSENTIAL DUTIES**

*Note: Duties may be assigned from one or more of the following areas:*

#### **Business Analysis:**

- Works with departments to analyze business processes and implement technology solutions to automate information and workflow; participates in meetings to review and document technology needs; researches, recommends, develops and deploys enhancements to improve business efficiencies; receive, responds to, analyzes and coordinates requests regarding programming issues, system performance, and malfunctions.

- Develops and participates in a variety of highly specialized and complex projects including but not limited to planning, design, configuration, and analysis of assigned computer systems, databases, software and applications.
- Works with users to test and resolve software issues by conducting research and seeking assistance from vendor support
- Highly involved in evaluating stakeholder requests, gathering information to establish and capture demands, business case, requirements, and other necessary items to create recommendations and/or project plans.
- Conduct gap analysis, business efficiency and software evaluation to assist stakeholders in decision making and desired outcomes regarding technological and business needs.
- Knowledge and practice of standard project management and business analysis practices. Management of pre-project work and project execution tasks to adhere to project timelines
- Coordinates projects, services, and communications to meet district technology needs related to system and application development and ensure smooth and efficient activities; monitors, evaluates and adjusts activities in response to project progress, needs and issues.
- Engages customers throughout project duration to establish and prioritize project requirements based on risk and business need; Engages customers during project closure to obtain feedback for process improvement.
- Tests and debugs program modifications and resolves program issues; confers with other personnel as needed to help resolve application, system and/or network conflicts.
- Details and documents the relationship of coding systems to program steps for ease of program debugging; prepares flow charts, block diagrams, data definitions and operational steps to ensure that the programming documentation is clear.
- Maintains and supports existing applications and respond to routine customer calls and requests for minor application programming modifications. Monitors and participates in technical assistance services to provide staff with information concerning systems, software, applications and related practices, requirements, procedures and malfunctions.
- Lead and coordinate meetings, prepare/conduct presentations and training for stakeholders/users.

**Operations Support:**

- Provides moderately complex professional support for computer systems and/or servers; monitors systems/servers for response time, problem prevention, performance and resource utilization.
- Recommends the evaluation, selection, and acquisition of new system hardware and software solutions; confers with vendors and/or other agencies as needed; researches options and analyzes costs/benefits of implementation; analyzes integration issues; helps determine communication requirements for new equipment installation; prepares reports and recommendations for management recommending the purchase of microcomputers, software and peripherals.
- Assists with the planning, development and preparation of technical standards, operational procedures and system performance objectives.
- Extracts application data and prepares reports; constructs queries; assists users in identifying data reporting needs.

**All Support Areas:**

- Writes and develops documentation and prepares instruction or procedural manuals.

- Participates in large and small technology development projects; assists with large-scale implementation of new processes, upgrades and equipment rollouts; helps implement enterprise wide upgrade strategies and procedures; helps troubleshoot conversion and implementation problems.
- Performs technical administrative duties; attends meetings; serves on committees and task forces; independently responds to various inquiries and correspondence; prepares information and data requested for administrative review; maintains information system documentation; prepares reports, files, correspondence and other documents.
- Performs other related duties as assigned.

### **TYPICAL WORKING CONDITIONS**

- Work is generally performed in an indoor office environment that includes frequent exposure to computer screens.

### **MINIMUM QUALIFICATIONS**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The Education/Experience, Knowledge and Ability requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.*

#### **Education and Experience:**

- Education: Possession of an associate's degree from an accredited college or university, with major course work in computer information systems, computer science or a closely related field.
- Experience: Two (2) years performing professional information technology duties that emphasized applications support or business analytical support, depending upon assignment.

#### **Knowledge of:**

- Principles and theory of professional business analysis practices, procedures and strategies.
- Principles and theory of professional project management practices, procedures and strategies.
- Principles, theory, design of professional data processing, networking, computer programming, operating systems and related hardware/software.
- Contemporary software, including operating, database, and report writing software.
- Change Management procedures
- IT Service Management procedures
- Methods, techniques, and procedures of modern computer and computer programming design, development and implementation.
- Professional methods and techniques of system troubleshooting, maintenance, development, enhancement, and testing.

#### **Ability to:**

- Analyze user and system needs and problems, and develop clear and logical solutions.
- Develop, modify, and implement computer programs in a logical and sequential manner.
- Prepare flow charts and documentation pertaining to program steps and logic with speed and accuracy.

- Work with customers to design and enhance computer software and systems based on business needs.
- Prepare documentation and operating procedures in a clear and concise manner.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.

**Licenses and Certificates:**

- Depending upon assignment, a valid license to drive in California may be required.

**Physical and Mental Standards:**

- **Mobility:** ability to sit for long periods, move about an office, stand occasionally and reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a computer keyboard, handle individual papers, write and take notes.  
**Lifting:** frequent lifting of papers, files, equipment and material weighing up to 25 pounds; occasional lifting of items up to 50 pounds.
- **Visual Requirements:** close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking:** ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors:** ability to make decisions and concentrate; frequent contact with others including some public contact; frequent deadlines and time-limited assignments.

Class Adopted: 03/06/19

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