



# Ross Valley Sanitary District

## Senior Business Systems Analyst

### **DEFINITION**

Under direction, the Senior Business Systems Analyst assigns and reviews the work of personnel engaged in the analysis, design, programming, testing, installation, implementation and maintenance of business applications systems and databases.

### **DISTINGUISHING CHARACTERISTICS**

The Senior Business Systems Analyst is the advanced journey level in the Business Systems Analyst class series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series, which may include providing technical and functional supervision over assigned personnel. Employees at this level are required to be fully trained in all procedures related to assigned areas of responsibility.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives direction from a higher-level supervisor or manager. May exercise technical and functional supervision over staff.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The following list provides examples of the most typical duties for positions in this job class. Individual positions may not include all of the examples listed, nor does the list include all of the work that may be assigned to positions in this job class.

- Plan, prioritize, and review the work of staff assigned to analyze and develop business process designs in collaboration with District work units to define requirements, documents workflow, and recommend improvements related to business process and technology.
- Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.
- Participate in evaluating the activities of staff, recommending improvements and modifications.
- Perform the most difficult work related to area of functional responsibility including the development and maintenance of business applications and databases.
- Develop specialized reports and graphic representations as needed in support of District

activities, programs and goals; provide reports and statistical data for management's use in administering budgets and controlling costs.

- Identify training needs, develops training materials and documentation; train District personnel in the operation, use and capabilities of the business information systems and GIS.
- Develop and maintain business information systems and user documentation and procedures.
- Perform database administration including developing applications, installing relationship database management system software, performing startups and shutdowns and performance tuning, user management, space management, database design, database maintenance and backup/recovery.
- Research available software solutions and functions and recommend techniques to meet customer needs.
- Prepare program documentation for new applications and write operating procedures to guide end users.
- Organize and maintain GIS database and applications; import, update and create datasets; perform geospatial analysis; ensure the integrity of GIS data; review data input for accuracy and compliance with system standards; and provide GIS subject matter expertise and training to District management and staff.
- Perform system maintenance activities for assigned applications by investigating and troubleshooting programming or data input errors; take necessary steps to resolve systems or programming problems.
- Design, configure, and maintain business information system procedures, planning and monitoring tools and reports.
- Install and test new application software and upgrades.
- Use GIS software to perform facilities mapping spatial analysis, database design, and compute programming.
- Develop and maintain standards and consult with others to verify data accuracy and data standards.
- Identify customers with potential or actual fees owed; work with District staff to investigate whether fees are owed and determine the correct fee amounts; perform follow-up functions to gain compliance including letters, inspections, calls, meetings, and negotiations to ensure compliance and payment of fees.
- Maintain accurate documentation of investigations and enforcement actions to ensure collection of fees from property owners.
- Monitor project performance and finances including the development of tools and reports; work with project managers to obtain data and project status and develop procedures as needed.
- Prepare reports and presentations regarding project performance and status, including comparisons with other past and current projects.
- Design, coordinate, plan and implement new thick client, web-based, and/or mobile

applications or adding major new functionality to existing systems.

- Perform programming duties using multiple environments, including Ruby on Rails, .Net, Python, Java, JavaScript and SQL.
- Manage the more complex information technology projects using industry standard practices including assisting users in defining problems, analyzing business practices and workflow, and recommending changes consistent with user needs.
- Answer general user questions, troubleshoot system bugs, resolve system problems, address response time issues, and perform database queries and analysis to ensure accuracy of data.
- Create training materials and user guides, and provide one-on-one, small group and classroom style training to system users.
- Perform other duties as required.

## **REQUIREMENTS**

### **Knowledge**

- Principles and practices of technical and functional supervision.
- Principles and practices of installing, configuring, customizing, administering, and maintaining a GIS system including ArcGIS Server and ArcGIS Online.
- Complex, multi-tier geospatial software including ArcGIS Online applications and mobile GIS applications.
- Schema design and ESRI geodatabase administration.
- Methods for building ESRI geoprocessing tools using ModelBuilder and Python scripts.
- Safe Software FME and/or ESRI ArcGIS Data, Interoperability Extension.
- Relational databases and the use of structured query languages to extract and analyze data.
- ESRI ArcGIS Desktop and ArcGIS Pro.
- Principles and practices of business analysis.
- Principles and practices of computer systems and related analysis and design.
- Principles and techniques of programming, and business application documentation.
- Principles and practices of relational database techniques and design.
- Use, capability, characteristics and limitation of computers and related equipment.
- Network technology and environment.
- Advanced principles and practices of project management.
- Records storage and handling techniques.
- Standards and methods related to computerized data systems and analysis use.
- Customer service principles and problem resolution techniques.
- Modern office practices and procedures, computer equipment and software applications.
- Effective use of the English language, vocabulary, spelling, grammar, and punctuation; letter and report preparation.
- Use of standard office equipment and software to prepare document, correspondence, reports, schedules, data management, and information and records management.

## **Skills and Abilities**

- Organize, assign and review the work of staff engaged in the performance of professional work in support of business analysis.
- Analyze, design, program, install and maintain highly technical and complex programs.
- Analyze data and develop logical solutions to complex business systems application programming problems; implement computer systems.
- Develop and manage projects related to business systems applications, including establishing and maintaining schedules.
- Develop and understand SQL queries.
- Perform professional work in support of enterprise systems for business applications
- Conduct enterprise systems and procedures analysis and feasibility studies.
- Analyze data and develop logical solutions to enterprise application programming problems.
- Prepare workflow charts and code steps into programming language.
- Develop and manage information technology projects.
- Effectively lead cross-functional teams.
- Train or instruct on-line users in use of computer equipment and operating procedures.
- Prepare a variety of reports and maintain accurate records and files.
- Problem solve, make decisions, and give direction.
- Formulate, design, and implement process and product improvements and streamlining measures.
- Develop and recommend policies and procedures related to assigned operations
- Advocate on behalf of the department for change and process improvement.
- Identify new technology solutions to manage the workload of the department.
- Monitor the effectiveness of existing systems and procedures and make and implement recommendations for change.
- Proficiently use of office equipment, Microsoft Office software, QuickBooks Enterprise, and other information systems as required.
- Establish and maintain cooperative relations with those contacted during the course of work.
- Use initiative, independent judgment, tact, and discretion, particularly when dealing with the public, District staff, management, and members of the Board of Directors.

## **Interpersonal Skills**

- Collaborative problem identification and solution development.
- Communication that maintains productive working relationships and facilitates a useful exchange of information.
- Ability to diffuse situations of conflict with grace and demeanor.

## **MINIMUM QUALIFICATIONS**

### **Education, Training, and Experience**

Any combination of education and experience that provides the knowledge, skills, and abilities required for this position. A typical way of obtaining the required qualifications is to possess the equivalent of:

- Bachelor's degree from an accredited four-year college or university with major coursework in with courses in Computer Science, Information Systems, or related field.
- Two years of increasingly responsible experience performing duties similar to a Business Systems Analyst II with the District.

### **Licensing, Certification, and Registration**

Possession of the following licensures, certifications, and/or registrations:

- Must possess a valid California Driver's License Class "C", have a satisfactory driving record, and continue to meet District's insurance company's driving standards.

Failure to maintain these standards may result in loss of employment.

### **PHYSICAL WORKING CONDITIONS**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Positions in this class typically require:

Prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a keyboard.

Additionally, the position requires near and far vision in reading correspondence, statistical data and using a computer keyboard to enter and retrieve data. Acute hearing is required when providing telephone and personal service. Ability to lift, drag, and push files, paper, and documents weighing up to 25 pounds is required. The noise level in the work environment is quiet to moderate. Position may require overtime work on an as-needed basis.

**Pre-employment Requirements**

A pre-employment drug test and physical examination are required.

FLSA Status: Exempt

Employment Status: Unrepresented

Approved by: Ross Valley Sanitary District Board of Directors

Approval Date: September 18, 2019