



## Business Analyst I/II

### DEFINITION

Under general supervision (Business Analyst I) or direction (Business Analyst II), responsible for the acquisition and compilation of data, analysis of such data, project management, report preparation, and support of various District business systems and applications; performs technical and professional work in conducting various business analysis and forming recommendations for operational and system improvements; coordinates various analytical and systems activities with other District staff; and performs other related work as required.

### DISTINGUISHING CHARACTERISTICS

**Business Analyst I** is the entry-level class in the Business Analyst series. Under close direction, within a framework of established policies and procedures, incumbents learn and perform less complex and specialized analysis and technical systems work, application support tasks requiring knowledge of systems analysis and computer programming, and implement, maintain, analyze, and improve District business systems, applications, and associated programs. As experience and proficiency are gained, assignments become more varied and complex and the level of independent action increases within established guidelines. Assignments are given in specific to general terms and are subject to review while in progress and upon completion, except where tasks are well defined by established standards, policies, and procedures. There is limited latitude for independent judgment and action in well-defined areas of work.

This classification is distinguished from the experienced, journey-level Business Analyst II which performs a full range of highly skilled systems analysis, programming, and systems maintenance activities with less supervision, requiring a higher degree of knowledge and competencies. The Business Analyst I and II classifications are flexibly staffed. Upon recommendation of the immediate supervisor and approval by the department manager, incumbents in this class may advance to the Business Analyst II after two (2) years at the first level and with demonstrated proficiency to meet the job requirements of the Business Analyst II class.

**Business Analyst II** is the experienced, journey-level class in the Business Analyst series. Under direction, within a framework of established policies and procedures, incumbents are fully competent, with a high level of accuracy, to perform the full range of assigned tasks. Assignments are given in general terms and are subject to periodic review while in progress and upon completion by the assigned supervisor. There is some latitude for independent judgment and action in well-defined areas of work.

### TYPICAL DUTIES

#### TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:

- Provides project, program, administrative, and analytical support to an assigned department or program area.
- Conducts research, data analysis, and forms recommendations for operational and administrative programs, business systems, policies, and procedures.

## Business Analyst I/II

- Performs and manages data collection, compilation, coordination, organization and data security.
- Prepares comprehensive technical, statistical and analytical reports, records and recommendations.
- Plans, schedules, coordinates and oversees major software upgrades, new releases, and installation of related software applications; organizes and assigns test teams; develops an implementation schedule and work tasks; manages implementation of custom changes to systems as needed.
- Studies and reports on unused functions of the financial management software; develops and tests new or modified report formats, customized programs to manipulate data, or changes to file structure; creates or updates functional specifications for new or modified reports and applications; coordinates with lead user and developer to test and implement new or modified programs as needed.
- Coordinates installation of program fixes and customized menus for business systems; troubleshoots programming and system problems associated with applications already in use; coordinates implementation projects with various business units, functional areas and/or vendors
- Reviews various reports and error message and provides application support to end user for business systems and related applications; may prepare and disseminate sensitive information.
- Conducts data evaluation, data analysis, and database development and maintenance.
- Determines, defines and documents current and proposed business process and end user documentation for programs and projects; develops use cases and test plans; develops documentation and provides end user training on an on-going basis in support of business processes, financial management system features, related applications, and workflows.
- Applies accounting and auditing principles and techniques to ensure that data integrity, internal controls, and audit trails are maintained throughout all applications.
- Works with internal customers and stakeholders to conduct and facilitate business process analysis and identify areas of improvement; designs and amends business processes following analysis and determination of efficiency improvements.
- Responds to and resolves inquiries and complaints; establishes and maintains positive working relationships with managers, staff, internal customers, vendors, and others during the course of work using principles of good customer service.
- Performs other related work as required.

## **REQUIREMENTS**

*Any combination of education and experience that would likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be the equivalent of:*

### **Education and Experience:**

Possession of a Baccalaureate degree from an accredited college or university with a major in business administration, management information systems, computer science, accounting, or a related field; and

**Business Analyst I:** Two (2) years of professional full-time experience performing business analysis and project management, business data management, or other related fields.

**Business Analyst II:** Four (4) years of increasingly responsible full-time experience performing business analysis and project management duties, which includes two (2) years of experience equivalent to that of a Business Analyst I within the District.

### **Knowledge, Skills, and Abilities:**

Knowledge of: principles and practices of public and business administration; methods of research, program analysis, data analysis, and report preparation; methods and standards of computer systems, project management, and project life cycle tools; principles and practices of systems and procedure analysis; business analysis; databases and data management systems (such as MS SQL-Server, Oracle, MS Access); financial applications such as: Accounts Payable, Accounts Receivable, General Ledger, Fixed Assets, Payroll, Job Cost, Budget, Inventory and Purchasing; and automated report writing tools; current and emerging trends in the use of information systems for utility management; principles and practices of team-building, leadership, supervision and training, pertinent laws, codes, and regulations; safe work practices and the ability to identify workplace hazards and/or unsafe conditions and take appropriate corrective action; modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Skill and Ability to: apply advanced analysis methodologies; conduct systems analyses, studies, and evaluations involving financial applications; define logic for individual programs and program systems; define test schedules and test data requirements for programs; utilize effective project management skills to oversee system implementation or upgrade projects; evaluate and enhance existing systems for performance and take appropriate action when system operating problems occur; utilize effective project management skills to oversee system implementation and upgrade projects; maintain detailed and accurate records; interpret and present findings in a clear, concise oral and written form including the creation and use of tables, charts, and graphics to summarize results; interpret and apply laws, regulations, policies, and procedures; organize workload and meet critical deadlines; create and maintain a work environment that promotes effective, thoughtful communication between team members, the general public, and management; provide technical training to District staff; operate modern office equipment including computer equipment and specialized software applications programs; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Working Conditions/Physical Requirements:**

The essential functions of these classifications are performed in a controlled-temperature office and require the ability to: sit for extended periods of time in front of a computer screen; use finger dexterity and hand strength to perform simple grasping and fine manipulation; use a telephone and operate computer keyboard on a daily basis; speak and hear in person and on the phone; see sufficiently to perform assignments; intermittently twist to reach equipment or supplies surrounding desk; and frequently lift or carry items weighing up to 20 pounds and occasionally up to 55 pounds.

Revised: 03/2025

Approved:   
Human Resources/Risk Manager