CLASS TITLE: Business Analyst

BASIC FUNCTION:

Under the direction of assigned supervisor, effectively support business processes and operational systems that support core information technology functions at all sites of the Kern Community College District. Apply communication, analytical and problem-solving skills to help maximize the benefit of information technology systems focusing on the ERP environment and related systems. Be a liaison between the functional departments and IT.

REPRESENTATIVE DUTIES:

Review, analyze and maintain ERP and related system configurations, rules and data to ensure systems operate within KCCD's requirements and specifications.

Provide functional support to users – identify and resolve system issues. Escalate and coordinate issues requiring management, ERP Analyst, DBA or vendor support.

Meet with system owners and end users to define business and operational requirements and system goals. Ensure current applications functionality is reviewed and recommended to benefit functional processes

Participate in the review of current processes and procedures, making recommendations for improvements and identifying cost savings and efficiencies

Develop and document all proposed changes to current workflow and business processes in order to optimize processes

Document technical specifications for integrations

Collaborate in planning, design and deployment of new systems and/or enhancements to existing systems.

Document, coordinate, and perform in-depth tests, including end-user reviews, for modified and new systems, provide post implementation support.

Develop and maintain Help Desk Knowledge Base articles for assigned systems. Be the primary point-of-contact for help desk requests for assigned systems.

Document, produce, and support operational reports for assigned functional areas and systems. Reports may be ad hoc reports pulled from a database with SQL or via a reporting tool such as Cognos.

Meet regularly with user support groups to analyze training needs; develop and deliver training

Perform other duties as assigned

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Project management/coordination techniques and procedures
Training techniques sufficient to communicate with and train a diverse audience.
Documentation techniques for computer software systems
Principles of design and writing of help desk knowledge base articles

Business process analysis and design procedures

Basic principles for the design and creation of web pages
HTML, CSS and JavaScript
SQL and Report Writing
Basic principles and techniques of computer programming and programming languages
English usage, spelling, grammar and punctuation

ABILITY TO:
Effectively assess software system intricacies for support, documentation and training purposes
Effectively prioritize and execute tasks
Troubleshoot and resolve system issues
Read and interpret system documentation
Develop and coordinate completion of system testing plans
Perform analysis of end-user training needs
Develop training modules for a variety of software systems and provide end-user support one-on-one or in group training sessions
Conduct research into system issues and products as required
Coordinate multiple projects with initiative and minimal supervision
Operate a computer and related peripheral equipment
Communicate clearly and concisely, both orally and in writing
Communicate ideas in both technical and user-friendly language
Establish and maintain cooperative working relationships with those contacted in the course of work

EDUCATION AND EXPERIENCE:

Any combination equivalent to: Bachelor's degree and one year of experience working with and supporting information technology software systems.
OR
An Associate's degree and three years working with and supporting information technology software systems.
OR

High school diploma, GED or equivalent certificate of competency and 5 years of work experience such as described in the representative duties section of the specification.

WORKING CONDITIONS:

ENVIRONMENT:
Office environment
Driving a vehicle to conduct work

PHYSICAL DEMANDS:

Incorporated within one or more of the previously mentioned essential functions of this job description are essential physical requirements. The chart below indicates the percentage of time spent on each of the following essential physical requirements.

1. Seldom = Less than 25 percent
2. Occasional = 25-50 percent

3. Often = 51-75 percent
4. Very Frequent = 76 percent and above

4 a. Ability to work at a desk, conference table or in meetings of various configurations.
1 b. Ability to stand for extended periods of time.
4 c. Ability to sit for extended periods of time.
4 d. Ability to see for purposes of reading printed matter.
4 e. Ability to hear and understand speech at normal levels.
4 f. Ability to communicate so others will be able to clearly understand a normal conversation.
1 g. Ability to bend and twist.
1 h. Ability to lift 25 lbs.
1 i. Ability to carry 25 lbs.
4 j. Ability to operate office equipment, computer or related peripherals.
1 k. Ability to reach in all directions.

This job description is intended to describe the general nature and level of work being performed. It is not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of individuals so classified.