

9257  
9258 (NC)

**CITY OF RIVERSIDE**  
**HUMAN RESOURCES DEPARTMENT**  
**CLASSIFICATION SPECIFICATION**

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2/1/2011  
Revised

**TITLE: SENIOR BUSINESS SYSTEMS SUPPORT ANALYST**  
**SENIOR BUSINESS SYSTEMS SUPPORT ANALYST (NON-CLASSIFIED)**

**DEFINITION**

Under general direction, to assist in the over-all supervision, planning, and coordination of activities related to the Business Systems Support section of the Public Utilities Department; to perform a variety of advanced professional, technical, analytical, and administrative duties in the area of system support, system analysis, business processes and procedures and system implementation; to assist in performing department efficiency audits; to provide highly responsible and complex staff assistance to the Business Systems Support Manager; and to perform related duties as assigned.

**DISTINGUISHING CHARACTERISTICS**

This is the advanced professional level classification in the Business System Support Series. This class is distinguished from the Business System Support Analyst by the increased difficulty and complexity of work performed and by the greater degree of independent judgment exercised and lesser degree of supervision received. Incumbents in this class perform the most advanced complex technical and professional work and have a significant role in assisting the Business System Support Manager in the over-all planning and coordination of work activities, and supervision of subordinates.

**REPORTS TO:** Business Systems Support Manager

**SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Business Systems Support Manager. May exercise general supervision over professional and technical staff, as assigned.

**EXAMPLES OF DUTIES**

Typical duties may include, but are not limited to, the following:

- Assist in the over-all planning and coordination of activities related to system implementation, policies and procedures review, and user training.
- Identify and document required modification to computer applications; consult with system users to define general and detailed specifications of current and proposed systems.
- Assist in the supervision and review of user support activities and projects.
- Participate and lead in the analysis of department business processes and procedures to identify opportunities for improved efficiency.
- Assist in the coordination and supervision of system defect test methods and procedures; perform and lead others in test methods and procedures involving projects of great complexity, scope, and difficulty.
- Participate in the preparation of activity and progress reports regarding project team activities.
- Instruct, direct, review and evaluate work of staff, as assigned.
- Develop and document appropriate system procedures and forms for use in various city processes.

- Participate in developing presentations for the Public Utilities Board and City Council when necessary.
- Participate and assist in the oversight of the preparation of operating procedure manuals and training materials.
- Serve as a departmental interface with Information Systems Department as required.
- Assist in training departmental staff on proper procedures for using equipment and software.

## **QUALIFICATIONS**

### **Knowledge of:**

- Implementation principles for complex integrated business systems.
- Principles of supervision and project management.
- Principles of computer systems and procedures.
- Modern computer applications including financial, word processing, statistical, database, graphics and spreadsheet.
- Pertinent federal, state, and local laws and regulations.
- Principles of internal control.
- Customer information, accounting, and work order systems.

### **Ability to:**

- Prepare complex reports and analysis.
- Provide direction to system support staff.
- Develop and perform operational audits and analysis of procedures.
- Communicate clearly and concisely, orally and in writing.
- Troubleshoot system problems and recommend solutions.
- Recommend system and procedural solutions.
- Perform and meet tight deadlines.
- Develop and execute sound functional testing procedures.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Interpret and explain City policies.
- Develop procedure and training materials.
- Provide training to professional and technical staff.
- Supervise, train, and evaluate assigned staff.

### **Education and Experience:**

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

Education: Equivalent to a Bachelor's degree from an accredited college or university with major work in Finance, Business Administration, or Information systems or a closely related field. Up to two years of additional qualifying experience may substitute for the required education.

Experience: A minimum of four years of responsible experience in automated systems implementation including the areas of customer service, billing, financial and cost analysis, development of policies and project management. A Master's degree in a related area may substitute for one year of the required experience.

**MEDICAL CATEGORY:** Group 1

**NECESSARY SPECIAL REQUIREMENT**

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

**CAREER ADVANCEMENT OPPORTUNITIES**

**FROM:** Senior Business Systems Support Analyst

**TO:** Business Systems Support Manager