



## Classification Description

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### OUR VISION:

*To be the acknowledged leader in public assembly venue management in the region*

### OUR MISSION:

*To enhance the livability and economic vitality of the metropolitan region through sound stewardship, expert management and creative development of the region's public assembly venues*

### OUR VALUES:

*Respect ~ Excellence ~ Teamwork ~ Innovation ~ Community*

<b>Job Title</b>	Business Systems Analyst	<b>Bargaining Unit</b>	Non-represented
<b>Functional Job Family</b>	Information Technology	<b>Classification #</b>	8018
<b>FLSA</b>	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt	<b>Salary Grade #</b>	324
<b>Position Status</b>	<input checked="" type="checkbox"/> Full-time <input type="checkbox"/> Part-time	<b>Revision Date</b>	May 2007

#### Summary:

Plan and conduct analysis of complex business problems to be solved with automated systems. Design and document the solution requirements and collaborate with various departments to provide information technology solutions for business issues.

#### Reasonable Accommodations:

To perform this job successfully, an individual must be able to perform each essential duty and physical demands satisfactorily with or without a reasonable accommodation.

#### Essential Functions:

- Consult with management and staff to identify and document business needs and objectives, current operational procedures, input and output requirements, data scope, usage, formatting, and security requirements.
- Provide formal and informal training to users regarding systems functionality, customizing systems tools, and reporting to meet user needs.
- Assist users with systems issues by answering questions and providing support; observe, identify, and respond to system emergencies, errors or malfunctions.
- Inform users about security systems and functionality; maintain security for protection of stored data and add and remove users as needed.
- Analyze agency use of systems in order to develop new or modified information processing systems.
- Study existing information technology to evaluate effectiveness and develop new systems applications to improve production or workflow as required; prepare workflow charts and diagrams to specify operations performed by staff.
- Write detailed specifications of user needs, program functions, and steps required to develop or modify computer programs; build complex customized reports for analysis of data from budgetary, payroll and timekeeping systems.

**Secondary Functions:**

- Receive and install software updates and upgrades in accordance with user demands; maintain software log and licenses.
- Obtain quotes and specifications for software.
- Install, configure and troubleshoot software issues.
- Participate on various committees providing technical information technology support and advice.
- Other duties which may be necessary or desirable to support the agency's success.

**Supervisory Responsibilities:**

This position has no supervisory responsibility but may provide leadership and guidance to temporary staff and/or assist with orientation of new members of the work group.

**Education and/or Experience; Certificates, Licenses, and Registrations:**

- Bachelor's Degree in computer science or related field, and
- A minimum of five (5) years of experience in systems analysis, or
- An equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties.

**Necessary Knowledge, Skills and Abilities:**

- Knowledge of information technology software and applications development, methodologies and processes.
- Knowledge of the principles, practices, developments and techniques used in systems analysis, applications programming, and troubleshooting.
- Knowledge of relational database concepts.
- Ability to manage projects and resources using best practices, in an effective manner.
- Ability to analyze information and use logic to resolve issues and problems.
- Ability to communicate clearly and concisely, both orally and in writing in technical and non-technical formats.
- Ability to establish and maintain effective, cooperative working relationships with those contacted in the course of work.
- Ability to work effectively with information management systems, and adapt quickly to system changes and updates.
- Ability to work various hours, including evening, weekends, and holidays.

**Physical Demands / Work Environment:**

- Majority of work is completed in a general office environment with exposure to moderate levels of noise in a well-lit, well-ventilated and moderately paced environment.
- Continuously required to read computer screen; hear and/or respond to verbal/audio cues; perform repetitive motions of hands and wrist.



- Occasionally required to work near or around electricity; lift, push, pull and/or carry objects up to 25 pounds; sit for extended periods of time; stand and/or walk for extended periods of time and reach with hands and arms.

*“MERC believes that each employee makes a significant contribution to our overall success. That contribution should not be limited by the assigned responsibilities. Therefore, this Classification Description is designed to outline primary duties, qualifications and job scope, but not limit the incumbent or MERC, to just the specific work identified. It is our expectation that each employee will offer his or her services wherever and whenever necessary to ensure the success of our endeavors.”*

APPROVED:

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MERC General Manager

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Date

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MERC Human Resources Manager

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Date