



## Job Description

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job.*

<b>Job title</b>	Senior Business Systems Engineer
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### **GENERAL PURPOSE**

Under general direction, performs advanced-level professional analytical support on a diverse range of analytical and coordinative duties in the development of technology solutions for optimizing District business processes; serves as primary client interface in evaluating the business process and recommending solutions; on an ongoing basis, leads a team of internal staff or consultants on assigned projects; directs the work of external third-party software vendors in project design and implementation; and performs related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This is the advanced-level classification in the Business Systems Analyst series responsible for performing the most complex work assigned to the series. Incumbents regularly work on tasks which are varied and complex, requiring considerable discretion and independent judgment. Positions in this classification rely on experience and judgment to perform assigned duties. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services and complete assignments. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from assigned supervisory or management personnel. Exercises technical and functional direction over and provides training to lower-level staff.

### **TYPICAL DUTIES AND RESPONSIBILITIES**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.*

- Leads a project team on assigned projects, coordinating and inspecting the work of professional and technical staff and providing advanced technical guidance and training as needed; determines project requirements, business needs, purpose or

justification, identifies stakeholders, and functional area participation; refines project requirements, scope, objectives, deliverables, acceptance criteria, constraints, assumptions, and alternative solutions; estimates activity costs and overall project budget; identifies roles and responsibilities; determines information and communication needs of stakeholders.

- Provides daily work instructions, guidance, and performance feedback to team members; gives input for team member performance appraisal.
- Creates work breakdown structures; performs definition, sequencing, resource estimates, and duration estimating of project activities for overall schedule development.
- Follows the change management process and performs all necessary technical and project management duties needed for successful project implementation.
- Provides expert technical advice on applications or business system design and database structure and other specialty systems; provides guidance to other Information Systems department staff and end users on characteristics, uses, and limitations of systems; consults with vendors and coordinates integration of advice and approaches in District applications development, enhancement, and maintenance tasks; contributes to the development of information technology standards and procedures.
- Develops and enforces the methodology by which District information technology projects are defined, documented, and delivered; reviews and provides guidance to business units during the research and selection phase for all major software implementations; works with the information systems staff to establish and enforce architectural standards that form the basis of all technology projects.
- Collaborates with technology staff to ensure functional requirements, specifications, and interface design are fully understood and executed according to the documented design; conceptualizes and implements solutions using off-the-shelf applications, business process management (BPM) tools, as well as custom applications where appropriate; reviews anomalous test and quality control results to determine cause; recommends and implements corrective action if necessary.
- Evaluates and tests vendor software packages for conformance with user requirements and District software standards, ensuring compatibility, interconnectivity, and ease of maintenance; evaluates vendor software packages by reviewing documentation, interviewing users, and testing the application in a demonstration environment; develops and presents design and technology alternatives; recommends the purchase or development of software to achieve user objectives consistent with District standards.
- Provides ongoing project close-out support; identifies and evaluates gaps in documented functionality to efficiently resolve problems; gives final sign-off on all project documentation and authorizes the promotion of applications to production.

- Translates system specifications into logical processes to prepare detailed system designs or enhancements; analyzes and evaluates program code to identify appropriate modification and enhancement requirements; using applicable programming languages, writes and edits program code for applications or enhancements; develops database designs and locations when required for the application.
- Performs and implements systems maintenance and software upgrades and conversions, making program modifications as necessary to meet user requirements; develops and executes system test plans to ensure application performance conforms to specifications; modifies programs to correct errors and optimize system performance and cost-effectiveness.
- Implements and maintains database files; generates reports and data runs; designs screens, utility programs, and menus; develops software documentation and user training materials; trains and works with users in implementing new applications or systems enhancements; troubleshoots system problems and develops reports to identify the source of problems and performs or requests fixes or repairs.
- Conducts research and stays current on new trends and innovative solutions for software solutions to business processes; recommends new technologies which would improve the District's operational effectiveness or client services.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

## **REQUIRED QUALIFICATIONS**

### Knowledge of:

- Principles and practices of providing functional direction and training.
- Principles and practices of project management/project life cycles.
- Principles and practices of change management.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Operational relationships between application development, database management, and components of technology infrastructure such as operating and communication systems.
- Methods and techniques of eliciting information from business case owners to identify and analyze business processes.
- Principles, techniques, and procedures for business and technical system applications, including design principles and systems development methodologies to ensure efficient systems operation and maintenance.

- Methods and techniques of transforming business processes into software solutions.
- Techniques for developing project specifications and documentation.
- Methods and techniques of evaluating third-party software for modification to customized application specifications.
- Principles and practices of developing and maintaining technical documentation, files, and records.
- Standard programming languages and utilities similar to those used by the District.
- Standard software development tools and utilities.
- Accounting, statistical, business, and office procedures commonly supported by system applications.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Effectively lead the work of project teams to accomplish technology project goals and objectives.
- Work collaboratively with department clients to identify technology solutions to business process efficiencies.
- Coordinate and direct the work of internal staff and external service providers involved in the delivery of technology solutions.
- Research, identify, and recommend cost-effective technology solutions to business process improvements and efficiencies by preparing feasibility studies and cost-benefit analyses.
- Conduct comprehensive research on a diverse range of technology topics.
- Analyze proposals and provide recommendations on the technical aspects of vendor submissions.
- Evaluate the effectiveness of new technology in meeting the needs of the client.
- Understand and apply user systems specifications in performing systems evaluation, design, and programming.
- Understand, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- Prepare clear and concise program documentation, user procedures, reports of work performed, and other written materials.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.

- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Experience:

*Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:*

- Six (6) years of progressively responsible experience providing professional support to business process-automation projects, or two (2) years as a Business Systems Analyst II with the District.

Education:

- Equivalent to a bachelor's degree from an accredited college or university with major coursework in information technology, computer science, business administration, or a closely related field.

Licenses/Certifications:

- A valid California driver's license and the ability to maintain insurability under the District's Vehicle Insurance Policy.

**PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; to operate a motor vehicle and visit various District sites; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open

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and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

#### **WORK ENVIRONMENT**

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

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

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This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

<b>Approved by:</b>	<i>Board of Directors</i>
<b>Date adopted:</b>	<i>October 2, 2019</i>
<b>Date modified:</b>	
<b>FLSA determination:</b>	<i>Exempt</i>

**Job Description Acknowledgment**

*I have received, reviewed, and fully understand the job description for Senior Business Systems Engineer. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.*

*Employee Name (print):* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Employee Number:* \_\_\_\_\_

*Employee Signature:* \_\_\_\_\_