

**SAN DIEGO COUNTY OFFICE OF EDUCATION**

**Personnel Commission**

**CLASS TITLE: FUNCTIONAL SYSTEMS ANALYST – BUSINESS OPERATIONS**

**DEFINITION:** Under general supervision, formulates concepts for, develops, and supports the implementation and upgrade of the Business Operations Systems including purchasing, warehousing and inventory.

**REPRESENTATIVE DUTIES:**

**ESSENTIAL FUNCTIONS:**

Consults with technical and managerial staff and end-users to gather information related to the functional business requirements of clients and recommends best practice information technology solutions to problems affecting business operations.

Collaborates with others to define system requirements, process designs, detailed business activities, data mapping, and data modeling to support the implementation and maintenance of the business operations modules.

Analyzes and participates in the resolution of complex, unusual, urgent or sensitive configuration or master data issues.

Reviews technical policies to identify areas for improvement; recommends corrective actions to improve efficiency and business processes.

Participates in the building of business plans and strategic directions by formulating standards and processes for business operations procedures.

Prepares and compiles functional specifications to detail reports, enhancements, interfaces, forms, and conversions to be developed for complex solutions to the business operations modules.

Communicates information to functional teams; coordinates with other teams on various integration points.

Reviews and provides guidance on materials such as business process procedure documents, test scripts, or unit system integration and user acceptance testing.

Initiates and maintains liaison with end users, programmers, subject matter experts, consultants, and others to accomplish assigned duties.

Participates in ongoing training on applicable software to remain proficient and up-to-date on system(s).

Attends a variety of meetings.

**NON-ESSENTIAL FUNCTIONS:**

Performs related duties as assigned.

**CREDENTIALS, CERTIFICATES, LICENSES OR OTHER REQUIREMENTS:**

None

**EDUCATION AND EXPERIENCE:**

A combination of education, training and/or experience that clearly demonstrates possession of the knowledge and abilities detailed below. A typical qualifying background would include five years of functional business operations (purchasing, warehousing, and inventory) work

experience including significant work within business operations systems. School district and Oracle/PeopleSoft experience is preferred.

**KNOWLEDGE AND ABILITIES:**

KNOWLEDGE OF:

Large-scale, complex computerized information systems and applications

Business operations, including purchasing, warehousing, and inventory, procedures, practices and theories

Systems analysis and application development

Requirements, restrictions and applications of database concepts

Problem research techniques

ABILITY TO:

Quickly develop a thorough technical and working knowledge of the structure, applications and operation of assigned system(s)

Analyze complex technical data and draw valid conclusions

Identify improvements for business processes and supporting systems

Analyze functional requirements, apply governing rules and regulations, make recommended changes, and translate into best practices solutions within ERP

Determine business requirements and translate requirements for implementation design into functional specifications

Use computer equipment, peripherals and software applications

Make effective technical presentations to individuals and groups

Communicate orally and in writing

Provide technical leadership, guidance and assistance

Work effectively independently and as part of a team with minimum supervision

Organize and prioritize work

Exercise appropriate judgment in making decisions

Maintain confidentiality of information

Demonstrate attendance sufficient to complete the duties of the position as required

Complete routine tasks thoroughly, accurately and with attention to detail

**WORKING CONDITIONS & PHYSICAL ABILITIES:**

Environment

Duties are typically performed in an office environment or training site. Position requires the ability to travel to and from school districts, SDCOE sites, and other training facilities throughout the county.

Must be able to hear and speak to exchange information; see to perform assigned duties; sit and/or stand for extended periods of time; possess dexterity of hands and fingers to operate computer and other office equipment; kneel, bend at the waist, and reach overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lift light objects.

Established: 12/13

Approved by Personnel Commission: December 18, 2013