



# Job Description

Job Title: Business Systems Analyst	Job Code (to be completed by HR):
Grade Level (To be completed by HR):	FLSA Status (To be completed by HR):
Supervisor Title: Senior Information Systems Analyst	Department: Informations Systems

## Job Summary

In 3 – 4 sentences, briefly but specifically, summarize the primary purpose of the work performed.

The Business Systems Analyst will be the bridge between the business units and the technical development team. This role will translate business needs into software requirements. The Business Systems Analyst will also perform other functions as part of this role: supporting business users of FSBPT technology (specifically Salesforce), managing small projects and contributing to other aspects of the software development lifecycle.

## Essential Functions

List up to six **essential functions** of the job, indicating the **most important** first, and the approximate percentage of time spent on each over the course of a year. **Only** list any duties or responsibilities that require 10% or more (equivalent to half of a day per week or 5 weeks per year) of the job's time.

1. Business Requirements Analysis - Collaborate with stakeholders to understand and thoroughly document business processes, workflows, and requirements. Act as champion for stakeholders during the software development process. Maintain and enhance requirements throughout the project lifecycle.	50	% of Time
2. Salesforce Administration and Help Desk Support - Provide day-to-day administrative support for our Salesforce CRM system, assist in configuring and customizing Salesforce settings and no-code solutions, respond to help desk inquiries and provide technical assistance to users.	20	% of Time
3. Small Project Management - Manage small-scale technology implementation projects from initiation to closure, develop and track project timelines, coordinate/monitor project activities and resources	15	% of Time
4. Quality Assurance - Participate in quality assurance activities, including assisting in test planning, test case development, and execution. Collaborate with developers to resolve quality issues	15	% of Time
5. .	0	% of Time
6.	0	% of Time
May perform other duties and responsibilities as assigned or directed by the supervisor. This may include attendance of and participation in required training for role.		
<b>Total MUST equal 100%. If not, please adjust your entries.</b>	100	<b>Total</b>

### Supervisory Responsibilities

Indicate the type and scope of supervisory responsibilities that most accurately describe this job. **Select only one.**

- Direct Supervisor:** Direct authority to make decisions on the following: employee hiring, disciplinary action, starting salaries and merit increases; conduct employee performance evaluations.
- Assigned Lead:** May recommend the following: employee hiring, disciplinary action, and starting salaries; provide input on employee performance evaluations.
- Does not have any supervisory responsibilities.

### Budget Responsibilities

Select the item(s) below which best describe the job's involvement in the budgetary process. **Select all that apply.**

- No Involvement       Plan/Forecast       Prepare       Approve       Monitor

Does the incumbent have signature authority for purchasing?    Yes    No

If Yes, please provide dollar amount: \$

If job has budgetary responsibility, please provide the budget amount for which incumbent has primary responsibility (include grants, if applicable): \$

### Education

Indicate the **minimum level** of education generally necessary to effectively perform the job's essential functions. If a higher level of education is preferred, please indicate that as well. **Select only one educational level in each column.**

Required	Preferred	Level of Education	Field of Study
<input type="checkbox"/>	<input type="checkbox"/>	Doctoral/advanced degree	
<input type="checkbox"/>	<input type="checkbox"/>	Master's degree	
<input type="checkbox"/>	<input checked="" type="checkbox"/>	Bachelor's degree	Information Systems, Business Administration, or related field.
<input type="checkbox"/>	<input type="checkbox"/>	Associate's or vocational/technical school degree	
<input type="checkbox"/>	<input type="checkbox"/>	Vocational or technical training	
<input type="checkbox"/>	<input type="checkbox"/>	High school diploma or GED	

Other professional licensures, certifications, or designations required:

If experience can be substituted for the education above, please describe.

### Work Experience

Indicate the **minimum level** of work-related experience required to effectively perform the job's responsibilities. This is not necessarily the same as the incumbent's experience. **Select only one.**

- Less than 12 months     1 – 3 years     3 – 5 years     5 – 8 years     More than 8 years

### Required Knowledge, Skills, and Abilities:

Describe the type and level of knowledge, skills, and abilities required to perform the essential functions of this job.

Understanding of the software development lifecycle (SDLC) - specifically the Agile development process  
 Ability to discern implicit requirements espoused by business sponsors and translate them into user stories  
 Attention to Detail: Ensuring that all aspects of a project are thoroughly considered and accurately documented .  
 Critical Thinking: The ability to evaluate information and make reasoned decisions.  
 Data Analysis: Proficiency in analyzing data to inform decisions  
 Organization: Keeping tasks well-organized to ensure timely completion  
 Salesforce experience a plus (additional training will be provided)  
 Ability to work independently and as part of a team

### Physical/Environmental Demands

Indicate the typical physical and/or environmental demands required to effectively handle the job responsibilities and their frequency. **Select only one.**

- Office environment/no specific or unusual physical or environmental demands  
 Specific physical requirements or environmental exposures. If checked, complete the Additional Work Environment Questions in the Addendum

### Work Hours and Travel

**Select all that apply.**

- Work hours and location may be flexible under some circumstances  
 Full-time  Part time (*specify number of hours per week*)  
 Evening, holiday, or weekend work required  
 Occasional, *please describe*  
 Regular, *please describe*  
 Periods of high volume/work load, *please describe*  
 Occasional travel required. *Please describe distance, frequency, trip duration, etc.*  
 Extensive travel required. *Please describe distance, frequency, trip duration, etc.*

**This general outline illustrates the type of work that characterizes the job. It is not an all-encompassing statement of the specific duties, responsibilities, and qualifications.**

### APPROVAL SIGNATURES (*Typed name is acceptable for electronic submission*)

Theresa Corcoran	Theresa Corcoran	10/10/2024
_____ Supervisor Name	_____ Supervisor Signature	_____ Date
Frank Schneider	Frank Schneider	10/10/2024
_____ Appropriate Leadership Team Member Name	_____ Appropriate Leadership Team Member Signature	_____ Date