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## **BUSINESS SYTEMS MANAGER**

Department: Business Systems/IT  
Range: 64

FLSA Status: Exempt  
Effective Date: July 1, 2016

### **General Purpose**

Under supervision from the Assistant General Manager, perform complex professional, technical, and analytical duties in the areas of design, development, modification, programming, analysis and testing, implementation, documentation, and maintenance of a variety of Department systems, programs, and applications. Troubleshoot, analyze and resolve systems and applications hardware and software problems; provide user support; perform additional system module implementation including vendor upgrades; provide highly responsible assistance to higher level management staff; and to perform related duties as assigned. Incumbents may be assigned to perform Client Services functions, Application Management/Development functions, or a combination of both.

### **Essential Duties and Responsibilities**

The following duties are typical essential duties for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:

- Provide courteous and expeditious customer service to the general public and District department staffs;
- Routinely adhere to and maintain a positive attitude toward District and Department goals;
- Perform complex and responsible assignments in the design, development, programming, modification, testing, implementation, documentation, and maintenance of District's systems and applications, including, but not limited to, business and financial systems, utility billing applications, records management, payroll, and human resources;
- Maintain and provide support for existing application and system software; provide technical answers to client requests for information on system use; respond to trouble calls and requests for major or minor software modifications; assess, review, and research system operation problems and functionality; recommend technical solutions on alternative system or applications; determine method of integrating new programming code into existing programs to meet user needs; write, test, debug, and install new and modified programs; Confer

with users and prepare feasibility studies to evaluate new systems or major modifications; define, analyze, and document user requirements; work with managers to determine system/project scope; identify project difficulties, risks, required resources, budget and time constraints; develop and write specification; diagram procedures, process flows, and prototypes for management approval; coordinate system implementation with users and other technical staff; prepare system documentation;

- Design scenarios for unit, systems, and interface testing; plan and execute system conversion and installation processes for complex applications, which may involve critical business processing deadlines; design and implement disaster recovery plans;
- Monitor new system enhancements for accuracy and user effectiveness;
- Prepare activity and progress reports for management regarding project activities;
- Evaluate and test vendor software packages for conformance with organizational user requirements and priorities;
- Help with inquiries and requests and provide technical assistance on PC systems and programs to District users;
- Prepare and design routine system generated and ad hoc reports, presentations, and other special documents utilizing applicable programming languages and development tools;
- Perform complex system testing, user documentation, and implementation of added systems features;
- Perform routine system analysis for various organizational projects; test and recommend system solutions;
- Perform procedural audits on business systems and procedures. Identify areas to be considered for improved efficiency;
- Develop software documentation and user training materials; train and work with users in implementing new applications or systems enhancements;
- Troubleshoot system problems and develop reports to identify the source of problems and perform or request fixes or repairs;
- Maintain knowledge of current computer systems and software;
- Develop and maintain personal computer database programs, implement and maintain database files;
- Develop and maintain documentation of data systems;

- Interact with other departments, vendors and other agencies in person and by telephone;
- Submit modifications or enhancements to District website; participate in development of District policies on website design and use; maintain website security; ensure Department users are trained on methods of access and use of websites;
- Serve as a team leader; assign tasks and provide general and technical guidance to team members;
- Monitor and prepare reports on the team's progress;
- Conduct training and provide guidance to Info Technology and other Staff;
- Researches, evaluates, recommends and participates in the implementation of technology solutions to streamline and improve existing processes.
- Schedules upgrades and testing of hardware and software systems; provides and maintains access to internal computer systems for assigned staff.
- Performs database management tasks as needed; develops queries and reports to meet the information requirements of the District.
- Participates in District safety meetings.
- Performs other related duties, as assigned.

## **Qualifications**

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

### ***Knowledge of:***

- Working understanding of computer programming principles, techniques and procedures for business and technical system applications;
- Principles and methods of advanced systems analysis, including business and entity relationship analysis tools and methods;
- Working understanding of principles, methods and techniques in the design, development, and operation of information systems for standard and complex computer platforms and peripherals, functions, capabilities, characteristics and limitations of standard computer, PC and related equipment;
- Working knowledge of network architecture and principles of communications and connectivity;
- Relational database theory, design rules and development practices; database management systems software as they affect applications design;
- Software development and maintenance tools and utilities applicable to position responsibilities;
- Programming theory and a variety of programming languages used in Department applications;
- Operating system capabilities and constraints applicable to information systems and platform operating systems in a multi-platform, interoperating systems environment;
- Standard PC software packages, including work processing, spreadsheets and database;
- Internet and intranet technologies;
- Principles, methods, and techniques in web site design and development including usability concepts, such as navigational aids, knowledge management, and information rendering; standard web programming and graphics mark-up languages;
- Systems integration design concepts as they relate to applications design and development;
- Information systems security concepts, methods, practices, and tools;
- Principles and practices of sound business communication; correct English usage, including spelling, grammar, and punctuation;
- Principles of supervision;
- Project planning, prioritizing and scheduling techniques;
- Basic public relations and customer service.

**Ability to:**

- Understand and apply user system specifications in performing system evaluation, design and programming;
- Perform business rule and process analyses and apply critical thinking skills to reach sound, logical conclusions regarding user client needs and business requirements and develop effective technology solutions;
- Understand and apply functional requirements to the development of systems proposals, specifications, and recommendations for efficient, cost effective information systems and technology solutions;
- Design and develop effective applications and other technology solutions, including web sites and web-enabled applications to meet user requirements, using appropriate programming languages;
- Troubleshoot and diagnose complex systems problems and install fixes or make repairs in areas of responsibility;
- Communicate clearly and effectively, orally and in writing; Set priorities and organize work to complete project responsibilities efficiently and effectively;
- Read, interpret, explain, and apply technical information on business processes, software, and hardware to technical and non-technical users;
- Prepare clear and concise program documentation, user procedures and systems documentation, reports of work performed, and other written materials;
- Statistically analyze data;
- Make sound independent decisions within established guidelines;
- Understand and follow written and oral work instructions;
- Perform project management responsibilities and work collaboratively and effectively with project team members and end users;
- Perform highly detailed work on multiple concurrent tasks;
- Work under changing deadlines with frequent interruptions;
- Use tact and diplomacy when dealing with sensitive, complex, and/or confidential issues and situations;
- Maintain confidentiality of highly sensitive information;
- Establish and maintain effective working relationships with end users, vendors and others encountered in the course of work;
- Lead and direct the work of others; provide effective training to less experienced Analysts and technical staff;
- Maintain a driving record which meets Vehicle Code Standards and is acceptable to the Department and its insurance carrier.
- Respond to non-normal working hour emergency operational conditions

### **Minimum Qualifications**

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

#### ***Education:***

A bachelor's degree from an accredited college or university with major course work in business administration, information technology, computer science, computer information systems, data processing, or a closely related field, and

#### ***Experience:***

A minimum of five (5) years of progressively responsible professional experience for a governmental or special district agency of which at least two (2) years was at a lead or supervisory level; Two (2) years of progressively responsible experience in the analysis, design, development, installation, and maintenance of computer applications in conformance with business and technical requirements. Experience must include analyzing, developing, documenting, and implementing a variety of systems analysis projects. Up to four (4) years of additional qualifying experience may be substituted for two (2) years of the required education, on a "two for one" basis (two years of experience for one year of education).

### **Necessary Special Requirements**

Must possess an appropriate valid, Class "C" Driver's License issued by the California State Department of Motor Vehicles, and a good driving record.

### **Physical Tasks and Environmental Conditions**

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions on a case-by-case basis.

While performing the duties of this classification, an incumbent is regularly required to use hands and fingers to handle, or feel. The employee is frequently required to talk, hear, and to sit and reach with hands and arms. The employee is occasionally required to stand, walk, climb or balance and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to ten (10) pounds, frequently lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Article 3.306

Advancement in salary is not automatic. It should be considered a reward for meritorious service. The General Manager may authorize the advancement of an employee who has performed twelve (12) months continuous satisfactory service.

An employee who furthers his/her knowledge in the field or employment may become eligible for consideration of a salary review by the General Manager. The General Manager may authorize reimbursement to the employee for cost of tuition, registration fees, required text books, certification costs and other related charges upon proof of receiving a passing grade, and /or certificate, whichever may be appropriate or both.

***THIS POSITION MAY BE ELIMINATED, OR THE DUTIES, QUALIFICATIONS AND TRAINING REQUIRED CHANGED BY THE BOARD OF DIRECTORS AND/OR THE GENERAL MANAGER, WHEN IN THEIR JUDGEMENT, IT IS CONSIDERED NECESSARY AND PROPER FOR THE EFFICIENT OPERATION OF THE DISTRICT.***