**Class Summary**

The Business Systems Analyst – Entry (BSA) applies business acumen to learn enterprise business processes and to analyze, develop/design, implement, modify, and install low to moderately complex business requirements and processes. This may include system support for enterprise resource planning (ERP) applications. The BSA – Entry will develop, draft, and communicate technical specifications and testing plans; assist in recommending, designing, testing, and implementing system upgrades and improvements; and will contribute to education, training, and change management activities to support end users as needed. This position will work under close supervision with more senior analysts in a support role or project team member role.

**Distinguishing Characteristics**

This is the first level within a four-level classification series. This classification is distinguished from the Business Systems Analyst classification in that incumbents in the Business Systems Analyst classification conduct work assignments of increasing complexity, including assessing business partner needs by applying a structured requirement process to assist in identifying business priorities. Incumbents will work under moderate supervision with some latitude for independent judgement in a support role or project team role.

**Examples of Duties**

1. Establish business customer relationships and understanding of customer business processes and needs. Apply structured requirement processes and methodology to identify business priorities.
2. Assess, analyze, plan, execute, and facilitate change management activities, or advise on best practices, to ensure end-user readiness and change adoption.
3. Assist in documenting current processes and business models; assist in business process redesign.
4. Provide customer support through reporting, research, and documentation; ensure IT solutions meet the business needs of the business partner.
5. Participate in analysis, design, and implementation activities to deliver production system, function, and business improvements. Learn best system utilization and practices for optimization.
6. Participate in user test case documentation and test result validation. Participate in test planning and execution. Align with software quality assurance (SQA) as needed.
7. Engage in investigations and problem statements; escalating issues as appropriate.
8. Participate in education, training, and change management activities to optimize use of the ERP and/or other system and functions.
9. Troubleshoot problems; participate in recommendations for resolution; identify technical assistance and problem resolution needs.
10. Engage in ERP applications work as assigned, to sustain, improve, and optimize solutions and utilization, such as Oracle E-Business Suite (EBS), PeopleSoft, Enterprise Performance and Budgeting Management (EPM), and related BI/Analytics and reporting systems.
11. Create, refine, socialize, and prioritize the Product backlog, ensuring requirements and deliverables align to business/product goals. May serve as Product Owner for one or more Product Teams.
12. Contributes to specific objectives and outcomes.
13. Perform other duties as assigned.

**Knowledge/Skills**

Ability to effectively engage in and sustain relationships with people from diverse cultures and socio-economic backgrounds

Ability to work independently and as a team member

Demonstrated proficiency with business applications, such as Microsoft Office suite.

**Education and Experience Requirements**

Any combination of education and experience that clearly demonstrates the ability to perform the job duties of the position

**Licensing, Certification and Other Requirements**

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required

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| **FLSA Designation** | Exempt (Administrative) |
| **Service Status** | Career Service |
| **EEO Code** | 2 |
| **Levels within same series** | Business Systems Analyst – Entry, Business Systems Analyst, Business Systems Analyst – Senior, Business Systems Analyst - Principal |
| **Class History** | 08/2022 - Created |