Draft Classification Standards – To Be Effective 10/01/2025

Business Systems Analyst Series

Class Title	Class Code	Issue Date	FLSA
Business Systems Analyst I	*XXXX*	*XXXX*	*Non-Exempt*
Business Systems Analyst II	*XXXX*	*XXXX*	*Exempt**
Business Systems Analyst III	*XXXX*	*XXXX*	*Exempt**
Business Systems Analyst IV	*XXXX*	*XXXX*	*Exempt**

OVERVIEW:

Positions in the Business Systems Analyst series serve as a liaison between applications developers, information systems vendors, and business partners Coordinates IT projects including defining the scope, building the work plan, allocating project resources, testing, and monitoring project timelines and budgets. Integrates solutions using delivered tools and functional interfaces to control the operation of information systems, technology services, and computer systems. Responsible for overseeing system operations and production, improving efficiency and effectiveness of processes and workflows, creating documentation and guides for external users, and monitoring information flow and system architecture to meet functional unit needs. Provides guidance associated with modifications, interfaces, conversions, upgrades, enhancements, and/or newly delivered business information systems. Gathers requirements, evaluates, and administers business information systems, and incorporates new technologies, integrations, and systems as appropriate.

Positions are assigned to classifications within the series based on the scope and complexity of business systems analyst activities; degree of independence and judgement; experience, knowledge, skill, and ability required; degree of planning, analysis, and execution required by the position; impact and risk to the university; and nature of supervision received. Higher levels within the series build upon and include the knowledge and skill requirements as well as work assignments of lower levels within the series.

> **Business Systems Analyst I** – Entry-level professional who applies basic professional concepts to resolve problems of limited technical scope and complexity. Normally operates under established guidelines. Follows standard practices and procedures. Assignments may be routine in nature and involve performing various duties related to analyzing and documenting current workflows, processes, and systems as well as developing project planning documentation and reviewing new support and project requests.

> **Business Systems Analyst II** – Professional who applies acquired business system analysis skills, policies, and procedures to support or complete projects of moderate technical scope and complexity. Draws from prior experience and knowledge of business system analysis principles and concepts to exercise judgment while assessing and documenting business needs and providing project management for the development and customization of technology-based solutions. Designs and develops dashboards and reports. Responsible for researching user issues and independently resolving a wide range of technical problems.

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* This classification as outlined in this document meets the duties test of the Administrative Exemption. An employee's actual exemption status may differ based on salary rate and actual duties performed.

Business Systems Analyst III – Professional who applies advanced job skills, in-depth organizational and stakeholder acumen, and technical project planning skills to lead and manage complex IT business systems development and improvement projects. Engages stakeholders to clarify, define, and document requirements, and drive consensus regarding priorities. Exercises advanced discernment and in-depth knowledge of process analysis, workflow documentation and redesign, system analysis, system improvements, and data management to manage projects of significant scope and complexity. Provides advanced, independent testing and troubleshooting support, resolving complex issues. Has a high degree of understanding of the software development lifecycle and project release management. May require the development of new approaches, techniques, and innovation to address issues. Responsible and accountable for driving successful project delivery within scope, budget, and timeline.

Business Systems Analyst IV – Technical leader with a high degree of knowledge in technical project management and business systems solutions. Problem-solving frequently requires analysis of unique issues or problems without precedent and/or structure and new approaches, methods, techniques, or innovation. Responsible and accountable for conceptualizing project plans of substantial scope and impact as well as ensuring successful delivery within scope, budget, and timeline.

TYPICAL PROGRAMS, ACTIVITIES, AND CORE FUNCTIONS/DISCIPLINES *(May include but are not limited to)*:

- *Project Development Coordination* – Leads project development teams to identify and design system enhancements and new business systems that translate functional requirements into application and output specifications. Establishes schedules, manages resources, and tracks progress to ensure development project deliverables, milestones, and goals are met. Collaborates with stakeholders to define business requirements, develop use cases for testing and development, gather feedback, and drive consensus on priorities. Collaborates with system architects, developers, testers, business leaders, and others to design and implement solutions that are flexible and focused on university and functional unit strategies and objectives. Coordinates user acceptance testing for final sign-off before implementation.

- *Project Implementation Management* – Plans and executes the implementation of enterprise-wide and division information technology projects. Identifies and manages project resources, establishes schedule, tracks achievements, communicates progress, and monitors risk, budget, and quality assurance. Establishes multi-disciplinary stakeholder and project team buy-in and applies knowledge and understanding of industry-accepted methodologies to facilitate project success. Coordinates project communications, training, and documentation of business processes. Works with Information Technology units and other stakeholders during the course of managing project implementation. Ensures project milestones are met and projects are delivered within scope, budget, and timeline.

- *Systems Process Improvement* – Analyzes and documents procedures and methodologies to identify technical and operational solutions. Conducts process analysis, mapping, and redesign to streamline workflows and improve accuracy, productivity, standardization, and cost. After deployment of new systems, verifies the final product meets desired specifications.

- *Systems Analysis* – Analyzes functional unit needs, data processing input/output requirements, and end-user operational functions. Makes recommendations on the selection of software systems, online services, and other technology solutions.

- *Documentation and Training* – Creates and maintains documentation, including business requirements, process flow diagrams, as well as user and system support processes and manuals. Provides functional, testing, and training documentation. Performs training on technical functionality.

- *Application Testing Design/Modification* – Performs requirement analysis of application programs to meet user requirements that optimize the use of available resources. Conducts or participates in the release, regression, system integration, user acceptance, and quality assurance testing related to upgrades, new software, and implementation.

- *Change Management* – Identifies areas that require change to business systems or processes. Facilitates structured processes to review, implement, and seek approval of system changes consistent with industry best practices. Leads or participates in structured change management efforts with functional and technical stakeholders.

- *Application System Administration and Security* – Configures and administers IT systems, technical workflows, and system operations for business-unit production systems. Develops design specifications and requirements for the optimal integration, implementation, and operations of hosted information systems. Validates and troubleshoots system for correct functionality and identifies errors. Utilizing best practices for common processes, provides recommendations for set-up and maintenance of business systems. Manages user access, updates roles and responsibilities, and audits user access periodically.

DISTINGUISHING CHARACTERISTICS:

- Positions in this classification administer and oversee the functional/technical interface and operations for systems such as HR/payroll, medical, student information system, and public safety. End-users of these systems would not be assigned to this classification.
- Other classifications to consider are: Database Administrator and Systems Administrator.

BUSINESS SYSTEMS ANALYST I

Under direct supervision, performs entry-level professional business systems analysis. Performs less complex technical tasks following detailed and established procedures. Work is reviewed for accuracy and soundness of technical concepts.

Work assignments typically include some or all of the following:

- Collaborates with IT project teams and stakeholders to collect and analyze data from various sources and document business processes and business needs.
- Develops reports, visualizations, and dashboard elements.
- Documents process workflows. Produces and maintains process diagrams.
- Produces project planning documents such as schedules, resources, and timelines.
- Performs routine testing; documents and communicates testing results.

- Updates procedures and business process guide documentation, test scripts, and other training materials.
- Provides system demonstrations to campus users.
- Provides technical assistance and problem resolution to support end users including troubleshooting system issues as reported by end users.
- Reviews and analyzes support requests for trends.
- Researches industry standards, trends, best practices, and emerging technologies.

MINIMUM QUALIFICATIONS:

Knowledge and Skill:
- General knowledge of principles and concepts of business systems process analysis, technology applications, and project management.
- Strong organizational and time management skills to plan, organize, and prioritize work.
- Demonstrated communication and interpersonal skills to gather information from clients, communicate technical issues effectively, and produce documentation.
- General knowledge and ability to troubleshoot system issues.
- Ability to maintain confidentiality and appropriately handle sensitive data and information.
- Ability to work independently, as part of a team, and build relationships with diverse stakeholders.
- Analytical skills to collect, analyze, and interpret application process problems and technology needs; to evaluate project performance and manage issues, risk, and changes of scope.
- Computer skills to appropriately troubleshoot and alter systems as required.
- Ability to work with and analyze standard data sets and write reports using database, query language, and analytical tools.

Experience and Education:
Equivalent to a bachelor's degree in a related field. Relevant education and/or experience which demonstrates acquired and successfully applied knowledge and abilities shown above may be substituted for the required education on a year-for-year basis.

BUSINESS SYSTEMS ANALYST II
Under general supervision, analyzes data, processes, and systems, provides actionable insights, and collaborates with cross-functional teams to improve and implement processes and systems. Applies relevant business systems analysis and project management knowledge to support users, gather requirements, perform business process engineering and systems analysis, and troubleshoot issues. Partners with technical staff to coordinate fixes, system improvements, upgrades, and system testing. Works independently on most day-to-day assignments with general supervision on new assignments or projects to ensure alignment with objectives. Handles multiple work priorities and is accountable for own work results.

In addition to duties performed by the Business Systems Analyst I, the Business Systems Analyst II typically performs the following duties:
- Collaborates with IT design teams and stakeholders to analyze and interpret business systems needs and challenges and to identify the scope and impact of business problems.
- Evaluates existing systems and technologies to identify gaps and areas for improvement.
- Translates business/technical requirements into functional specifications.

- Leads less complex business systems analysis projects. Fosters strong relationships and effective communication to ensure alignment and project success.
- Creates project documents that include defining strategy, resources, and timeframes as well as functional requirements and process flows.
- Develops and implements strategies to streamline workflows and enhance operational efficiency. Develops business process diagrams and guides.
- Performs data validation and sanitation to ensure quality, accuracy, and relevancy of system architecture.
- Designs user acceptance testing and conducts quality testing.
- Creates comprehensive documentation including updated processes and procedures, business requirements, and user manuals.
- Provides guidance, technical support, and training to ensure successful implementation of systems and system upgrades.
- Develops dashboards and visualizations to present data findings to stakeholders.
- Prepares and delivers reports and presentations to communicate project progress and findings, as requested.
- Provides lead work direction and training to other technical and administrative staff.

MINIMUM QUALIFICATIONS:

In addition to Business Systems Analyst I knowledge and skill requirements, work assignments typically require:
- Working knowledge of business systems analysis principles and practices, as well as skill in diagnosing problems and determining system issues.
- Strong project planning and organizational skills to plan, organize, and manage multiple processes and projects.
- Strong communication and interpersonal skills to understand needs and priorities as well as to foster strong relationships and effective communication to ensure alignment and project success.
- Ability to work with and analyze complex data sets and create complex reports using database, query language, and analytical tools.
- Strong analytical skills in order to evaluate user and business needs as well as accurately interpret data to develop sound conclusions and recommendations.
- Proficiency in using applicable software applications and business systems.
- Knowledge of university and IT policies, processes, and procedures, as well as data privacy regulations.
- Ability to provide lead work direction and training to others.

Experience and Education:
Equivalent to a bachelor's degree in a related field and two years of relevant experience. Additional experience which demonstrates acquired and successfully applied knowledge and abilities shown above may be substituted for the required education on a year-for-year basis. An advanced degree in a related field may be substituted for the required experience on a year-for-year basis.

BUSINESS SYSTEMS ANALYST III

Working independently under general supervision, engages with stakeholders at all levels to understand their needs, challenges, and priorities and to guide them in making informed decisions regarding selection, implementation, and integration of technology solutions. Applies advanced

technical knowledge and expertise in business system analysis to provide in-depth technical advice and guidance to stakeholders and other business analyst professionals. Leads cross-functional teams to design and implement process improvements, system enhancements, and new business systems. Demonstrates advanced discernment in selecting methods and techniques for obtaining solutions. Decision-making is based on business needs; business systems analysis best practices; university and information technology policies, guidelines, and protocols; and business and technology goals and strategies. Work is focused on ensuring alignment with overall objectives. Handles multiple work priorities and may provide lead work direction with accountability for results.

In addition to duties performed by the Business Systems Analyst II, the Business Systems Analyst III typically performs the following duties:

- Collaborates with various stakeholders and cross-functional IT teams to lead significant and/or complex business system analysis projects and initiatives.
- Provides expert analysis of complex business system challenges utilizing advanced data analysis and modeling.
- Develops and manages test plans and processes. Selects appropriate techniques and tools.
- Collaborates with other Business Systems Analysts to review their work, ensuring quality control according to the practices and procedures of the organization.
- Provides system demonstrations to campus users.
- Prepares reports and presentations to communicate project progress and findings, as requested.
- Under the direction of management, plans and implements the migration from outdated to new data systems and tools.
- Seeks and reviews examples of best practices at other universities and organizations to identify innovative approaches and drive transformative change.
- Develops sophisticated reports, dashboards, and visualizations to communicate complex data findings.
- Facilitates workshops, training sessions, and presentations to drive awareness of system usage, changes, and encourage adoption of changes.
- Provides lead work direction, training, and mentoring to professional, technical, and other staff.

MINIMUM QUALIFICATIONS:

In addition to Business Systems Analyst II knowledge and skill requirements, work assignments typically require:

- Thorough and advanced knowledge of business systems analysis concepts, principles, protocols, and best practices systems.
- Demonstrates competence in independently applying advanced judgment to resolve difficult and complex technical problems and issues.
- Ability to anticipate the impact of problems and solutions on other systems.
- Advanced analytical skills to investigate and research new systems and technologies and to develop complex information technology systems and solutions.
- Excellent project management skills, with the ability to manage multiple complex projects and ensure successful delivery within scope, budget, and timelines.
- Advanced communication and interpersonal skills to build and foster strong relationships and drive change initiatives.

- Advanced skill in mentoring and overseeing the work of others.

Experience and Education:

Equivalent to a bachelor's degree in a related field and four years of relevant experience. Additional experience which demonstrates acquired and successfully applied knowledge and abilities shown above may be substituted for the required education on a year-for-year basis. An advanced degree in a related field may be substituted for the required experience on a year-for-year basis.

BUSINESS SYSTEMS ANALYST IV

Working independently with minimal supervision, provides expert technical and strategic advice to guide the design, development, and implementation of the business systems solutions. Serves as a subject matter expert for campus data warehouse, dashboard design, and data validation. Uses technical expertise to provide expert advice and guidance to other business analysts and technical staff. Problems are highly complex and solutions may require creation of new procedures and system management techniques. Decision-making often requires integration of diverse system disciplines and application of expert knowledge to achieve innovative solutions. Functions with a high degree of autonomy and serves as the subject matter expert in multiple areas. Under the direction of management, develops technical change management strategies to support substantial changes in systems and related processes, guidelines, and procedures.

In addition to duties performed by the Business Systems Analyst III, the Business Systems Analyst IV typically performs the following duties:

- Develops and maintains existing and new data models that form the foundation for accurate and timely reporting across the university.
- Under the direction of management, develop and implement strategic plans, initiatives, and performance metrics to drive business systems implementation success.
- Performs advanced and highly complex data configuration and analysis.
- Leads cross-functional teams to identify and implement process improvements to business systems.
- Utilize industry best practices and innovative approaches to drive change in relevant systems, as requested by management.
- Provides training and research results to stakeholders and leadership.

MINIMUM QUALIFICATIONS:

In addition to Business Systems Analyst III knowledge and skill requirements, work assignments typically require:

- Expert knowledge and understanding of business systems analysis concepts, principles, protocols, and best practices systems.
- Expert analytical and organizational skills to organize, prioritize, and coordinate the successful completion of large, complex, and strategic system development, and/or integration, upgrades, or migration projects.
- Expert communication and interpersonal skills to effectively lead complex and strategic projects and initiatives and to impact technology strategies.
- Expert knowledge of data analysis tools and processes and relevant business applications and systems.

Experience and Education:

Equivalent to a bachelor's degree in a related field and five years of relevant experience. Additional experience which demonstrates acquired and successfully applied knowledge and abilities shown above may be substituted for the required education on a year-for-year basis. An advanced degree in a related field may be substituted for the required experience on a year-for-year basis.

NOTES:

All IT professionals protect the confidentiality and integrity of data and electronic information from incidental, intentional, unauthorized release and/or preventable misuse or loss to the university. IT professionals at the university, regardless of classification, play a critical role in ensuring the security and protection of sensitive information, systems, and digital assets with which they work/ related to their work. This includes upholding data confidentiality, integrity, and availability and actively contributing to a culture of cybersecurity awareness and compliance throughout the university's technological ecosystem.

The California State University has a long-standing commitment to make its programs, services, and activities accessible to the public and the entire campus community. All professionals classified within the Information Technology Series have the expectation to support practices and techniques that align with federal and state law, as well as the CSU initiatives, coded memorandums, and executive orders.

Acronyms and technical terms used in this classification document are current as of the publication date. Subsequent technical, functional, and usage terminology and acronyms should be used in position descriptions as appropriate.