



## PERSONNEL COMMISSION

**Class Code: 5268**  
**Salary Range: 42 (C1)**

### BUSINESS SERVICES ANALYST

#### JOB SUMMARY

Under general supervision, perform a variety of studies, data collections, and process analysis in support of the Business Services departments such as workload, flow and distribution, technology adaptation, labor force utilization and cost analyses; perform related duties as assigned.

#### EXAMPLES OF DUTIES

*The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks performed in this classification.*

- Perform a variety of analytical studies and projects in support of the Business Services departments such as workload, flow and distribution, technology adaptation, labor force utilization and cost analyses. **E**
- Develop and present a variety of narrative and statistical reports; evaluate program and departmental costs and trends and the overall effectiveness of program and departmental operations. **E**
- Develop, compare, compile, and verify statistical information and present data in graphic, pictorial, tabular, written, and oral form. **E**
- Utilize computerized maintenance management software to generate ad-hoc reports and create recurring reports on work orders, preventive maintenance tasks, job plans, inventory levels, operating locations and equipment based on end users reporting requirements. **E**
- Provide assistance to department staff regarding computers, database and networking issues; identify issues requiring higher-level technical resources; place service tickets with Information Services staff or contact vendors to resolve issues as needed. **E**
- Develop and conduct individual and group training sessions; demonstrate computer programs; develop training and reference manuals and materials. **E**
- Provide technical expertise and information to the Business Services Administrator regarding assigned functions and participate in the formulation of policies, procedures and programs; advise the Business Services Administrator of unusual trends or problems and recommend appropriate corrective action. **E**
- Communicate with administrators, District staff and outside agencies to exchange information, coordinate activities and resolve issues. **E**

- Attend and participate in a variety of meetings related to assigned activities; prepare and deliver oral presentations as requested. ***E***
- Maintain a variety of records and files related to assigned activities. ***E***
- Operate a variety of office equipment including a computer and assigned software; drive a vehicle to conduct work and visit sites. ***E***
- Provide support to other departments regarding specialized software needs and computerized systems as assigned.
- Perform related duties as assigned.

*Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.*

### **DISTINGUISHING CHARACTERISTICS**

Incumbents in this class perform a variety of analytical studies and projects in support of the Business Services departments such as workload, flow and distribution, technology adaptation, labor force utilization and cost analyses. In addition, an incumbent provides technical support to the departmental staff on utilization of various software and databases.

### **EMPLOYMENT STANDARDS**

#### **Knowledge of:**

Research methods and report writing techniques.

Writing skills to prepare clear and concise written reports.

Methods and techniques of developing business process models and determining best practices.

Modern office practices, procedures and equipment.

Interpersonal skills using tact, patience and courtesy.

Record-keeping techniques.

Public speaking techniques.

Mathematical computations.

Operation of a computer and assigned software.

Oral and written communication skills.

#### **Ability to:**

Perform a variety of analytical studies and projects in support of the Business Services departments.

Develop and present a variety of narrative and statistical reports.

Provide technical support and training to others in computer operations.

Troubleshoot and apply appropriate resources to solve user problems.

Analyze facts, information and data.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Meet schedules and timelines.  
Plan and organize work.  
Analyze situations accurately and adopt an effective course of action.  
Operate a variety of office equipment including a computer and assigned software.  
Work independently with little direction.  
Prepare and deliver oral presentations.

**Education and Training:**

Bachelor's degree in computer science, business administration, public administration or a related field.

**Experience:**

Three years of experience involving technical analysis and evaluation of business or information systems, preferably in a public agency.

Any other combination of training and experience that could likely provide the desired skills, knowledge or abilities may be considered.

**SPECIAL REQUIREMENTS**

Positions in this classification require the use of a personal automobile and possession of a valid California Class C driver's license.

**WORKING ENVIRONMENT**

Office environment.

**PHYSICAL DEMANDS**

Hearing and speaking to exchange information and make presentations.  
Dexterity of hands and fingers to operate a computer keyboard.  
Seeing to read a variety of materials.  
Sitting for extended periods of time.

*AMERICANS WITH DISABILITIES ACT*

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

**APPOINTMENT**

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

PCA: 1/30/2020