

State of New Mexico- Public School Facilities Authority
Job Description

Employee		Employee ID	
Job Title	IT Business Systems Analyst I		
SHARE Title	Information Systems Specialist	Position No:	00052862
Reports to	IT Business Process Manager	Position No:	00052796
Job Code	7515	Pay Grade	24
Revision Date	4/10/2018	Revised by	LS, BK, KG,

Job Purpose:

Under the supervision of the IT Business Process Manager, the Business Systems Analyst I assists with analysis, consultation, design, implementation, deployment, documentation and training of in-house and 3rd-party business applications. This individual will capture customer requirements, and configure applications to meet customer-specific business processes. The incumbent plays a major role consulting with customers during discovery, design and deployment of PSFA software and database applications; he or she will be capable of carrying solutions through deployment, training and hand-off activities working cohesively with the Project Management Team. He or she entails creation and maintenance of system-related documentation, such as business requirements, process flows, status reports, and configuration worksheets. This position is 35% Unit Development, 35% Testing, 15% Research and Documentation, 10% System Support and 5% other duties as assigned.

Duties and Responsibilities:

- Assists IT Business Process Manager in development, upgrade and maintenance of Agency applications and databases.
- Provides systems support for third-party and in-house business applications.
- Participates in business process analysis, data migration, testing, and related software development project tasks.
- Prepares and maintains business, functional, and system requirement documents.
- Identifies problems, researches alternatives through testing and consulting with peers.
- Prepares department presentations as required by the Business Process Manager.
- With limited supervision, leads functional and integration testing, user acceptance testing (UAT) and usability testing of software and database applications.
- On-call availability to provide support, analysis, diagnostics, and problem resolution for production systems in accordance with department Service-level Agreements (SLA).
- Responds in a timely fashion to end users' needs and concerns relating to computer business applications and general systems issues.
- Diagnoses and resolves technical problems, prevents problem escalation and provides solution tracking.
- Handles multiple project responsibilities simultaneously to prioritize work and resolve technical emergencies as they may occur.
- Performs other duties as assigned.

Knowledge, Skills, and Abilities Required

- Strong problem solving and analysis skills, using critical analysis.
- Strong interpersonal and communication skills.
- Ability to articulate complex concepts to audiences of varying perception levels.
- Good knowledge of UI, web application layout, and aesthetic appreciation (usability).
- Proficient familiarity with Linux OS (Ubuntu), MySQL and PHP-based Content Management Systems (CMS).
- Working knowledge of Excel, PowerPoint, Visio, Word, & MS Project.
- High level of attention to detail.
- Ability to "think on your feet."
- Ability to articulate complex concepts to audiences of varying perception levels.
- Must demonstrate a strong ability and initiative to learn.
- Ability to create and manage virtual machines.
- PHP/MySQL development experience a plus.

Minimum Education and Experience

Bachelor's Degree in Computer Science, Information Technology or a related area. Minimum experience of three years developing web applications requiring the design and development of PHP-based systems and SQL databases (MySQL). A combination of education and experience may be substitute for the requirement.

Licenses/Certifications

LPIC-1 (Exams 101 & 102) / CompTIA Linux+, PHP Developer, MySQL Administrator, MySQL Developer, Acquia Certified Developer (Drupal). Certifications preferred, but not required in lieu of experience.

Working Conditions

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Effort

While performing the duties of this job, the employee is regularly required to talk or hear. The employee is frequently required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms. The employee is occasionally required to sit, climb, balance, stoop, kneel, crouch or crawl. The employee must frequently lift and move up to 15 pounds and occasionally lift and move up to 30 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Position Type and Expected Hours of Work

This is a full-time position. Days and hours of work are typically from Monday through Friday, 8:00 a.m. to 5 p.m. Occasional evening and weekend work may be required as job duties demand.

Supplemental Information

Other Requirements: State travel is required occasionally. Must possess and maintain a valid New Mexico driver's license.

Job Type: Full Time

Base of Operations: Albuquerque, NM

Disclaimer

This job description is intended to describe the general nature and level of work being performed by the employee assigned to this position. The description is not to be construed as an extensive list of all responsibilities, duties, and skills required of the employee. The agency director reserves the rights to add, modify, change or rescind the work assignments and to make reasonable accommodations so that qualified employees can perform the essential functions of the job. Duties, responsibilities and activities may change at any time with or without notice. This job description does not change the "at-will" employment relationship as indicated in the Policies for Governor Exempt Employees and the Exempt Position Statement. All personnel may be required to perform duties outside of their normal responsibilities at the discretion of the director.

Signatures

This job description has been approved by all levels of management:

Manager _____ Date _____

HR _____ Date _____

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____