

**SILICON VALLEY CLEAN WATER**  
**Job Description**  
**July 2017**

*Disclaimer – Class descriptions are written as a representative list of the ADA essential duties performed by the entire job classification. They cannot include, and not intended to include, every possible activity and task performed by every specific employee.*

**JOB TITLE: Business Analyst**

**GRADE:**

**FLSA: Exempt**

*Every employee shall serve at the will and pleasure of Silicon Valley Clean Water ("SVCW"). No employee has, or may acquire, a property interest, nor any other kind of interest in, or right to, continuing employment with SVCW. The Manager, upon request of an employee who has been discharged, will review all the circumstances of such discharge.*

**SUMMARY**

Under general supervision, serves as liaison between functional business units and administrative organizations. Assists functional organizations to incorporate defined business requirements into software systems processes, with a shared goal to report key performance indicators, identify operational efficiencies, and analyze opportunities. Analyzes specific data needs of business units to develop solutions and integrate agreed-upon recommendations.

**ESSENTIAL DUTIES AND RESPONSIBILITIES include the following:**

*Disclaimer – This list is meant to be representative, not exhaustive. Some incumbents may not perform all the duties listed while in other cases related duties may also be assigned. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

The Business Analyst will typically take the lead role to perform the following:

- Act as project manager to plan and implement software acquisitions, upgrades and releases.
- Interact with business unit personnel to understand business needs for data and reporting. Consult with vendors to identify solutions and ensure business needs are met.
- Develop a complete understanding of current and proposed business systems to ensure organization-wide system compatibility and usefulness.
- Ensure compatibility and integration of various business systems to facilitate effective communication and work flow for all systems.
- Assist in the development of new business processes and advises users on data alternatives, work flow requirements, and effective use of data.
- Perform basic non-programmer application administrative activities, including user role security, user-defined fields, and table configurations.
- Simplify users' data requirements, identify best practices, and optimize data solutions.

- Document and understand Management of Change (MOC) practices to help reach consensus and support of changes in business processes.
- Assist in the development and maintenance of valuable data queries. Monitor business units' use of such queries to replace, amend, or discard as needed.
- Conduct quality assurance testing to ensure data quality and integrity.
- Develop system training documentation including user guides for end users and administrators. Provide hands-on application training to current and new staff.
- Create, maintain, and update comprehensive user and process documentation for key applications.
- Performs a variety of other duties as assigned.

The Business Analyst must be familiar with, and have significant experience in, applications and methodologies used to support business process analysis. This may include Enterprise Resource Planning (ERP) platforms, software modeling tools, collaboration techniques, presentation concepts, and test management tools. Must have working knowledge of project management processes and systems development methodologies. Prior experience in Quality Assurance / Total Quality Management is desirable.

**MINIMUM QUALIFICATIONS:**

*The requirements listed below are representative of the knowledge, skills and abilities required to satisfactorily perform the essential duties and responsibilities.*

**Knowledge of:**

- Methods and techniques used in the analysis, design, and documentation of computer systems.
- Project management practices including estimation, scheduling, and tracking techniques.
- Reporting tools that provide advanced reporting support to staff.
- Principles and practices of water, wastewater, or general utility operations; including their organization, administration, finance, and planning.
- Modern office methods and procedures.
- Office equipment such as computer, printer, fax machine, photocopier.
- Word processing, spreadsheet and other related software applications.
- Silicon Valley Clean Water policies and procedures.

**Ability to:**

- Communicate professionally, both verbally and in writing, with business users, division management, and front-line staff.
- Analyze complex data needs, develop data models, and exercise sound judgment to evaluate how best to meet certain business needs.
- Analyze and document the root cause of business needs, and afterwards identify potential solutions.
- Work collaboratively, think analytically, and make recommendations to professional level employees and upper management, define functional requirements and file layouts.
- Prepare clear and comprehensive reports.

- Plan, organize, and prioritize responsibilities to facilitate timely and accurate project completion.
- Work accurately and with attention to detail.
- Operate PC and related software applications.
- Effectively organize and prioritize assigned work.
- Establish and maintain effective working relationships with other people.

**EDUCATION and/or EXPERIENCE:**

*Any combination of education and experience that demonstrates possession of the requisite knowledge, skills and abilities. A typical way to obtain these would be:*

Bachelor’s degree with major course work in Information Systems, Computer Science, Mathematics, Science, Economics, Business Administration, Public Administration or a related discipline.

Three (3) years of responsible professional experience in systems development and/or data analysis which may include report writing, operations or financial analysis, and database design.

**CERTIFICATION and LICENSING:**

Valid California Class C Driver’s License and an acceptable driving record as defined by SVCW’s Driving Eligibility Standards.

**PHYSICAL DEMANDS:**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee is regularly required to sit. The employee frequently is required to use hands and fingers, to handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

**WORK ENVIRONMENT:**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

While performing the duties of this job, the employee regularly works in indoor conditions and regularly works near video display. The employee is occasionally exposed to outside weather conditions and uses personal vehicle and occasionally works evenings or on weekends. The noise level in the work environment is usually minimal.