Houston Independent School District
Job Description

Position Title: Senior Business Systems Analyst (SAP)  Contract Length: 12 Months
Date: 9/18/12  Date of Last Revision: 8/27/19
Job Code: IT0145  Pay Grade: T12  FLSA Status: Exempt

Job Family – Information Technology

JOB SUMMARY
Responsible for facilitating business process, function and organization design, working collaboratively with business strategists, process owners and subject matter experts. The role focuses primarily on business requirements, workflow and leveraging technology to enable or alter business processes or practices. Provide strategic consultation to assigned line-of-business (LOB) customers in defining or designing business processes, functions and organizational structures, as well as in researching, identifying and internally marketing enabling technologies based on customer requirements. Analyzes complex business problems to be solved with automated systems. Provides technical expertise in identifying, evaluating and developing systems and procedures that are cost effective and meet user requirements. Works on problems of diverse scope where analysis of data requires evaluation of identifiable factors. Demonstrates good judgment in selecting methods and techniques for obtaining solutions.

Expected to know the business better than a normal business person since this position will be working across the business and have specialized analytical skills. Using business process engineering skills. expected to develop business requirements; do business analysis; understand and analyze the competitive situation; understand business practices and approaches; recommend business process changes; understand how to integrate systems and business possesses; drive their work into systems initiatives; lead system selection processes; understand business organization, politics and culture; manage change in the business resulting from IT applications; help users develop processes, procedures, and training; exercise any required project management. Develops and recommends solutions and strategies, based on the analysis of customer business goals, objectives, needs, and existing systems infrastructure. Analyzes complex business problems to be solved with automated systems. Provides technical expertise in identifying, evaluating and developing systems and procedures that are cost effective and meet user requirements.

There are two major roles required to complete business requirements. One is the person from the business-side called a Business Analyst (BA) and the other is the Business Systems Analyst (BSA). In the design of the BA and BSA roles, there is overlap in the areas of understanding the business and eventually how the automation supports the business. The BA focuses in-depth on the business functionality. The BSA focuses on being the expert partner on how to take that business knowledge into automation and systems. The BSA is responsible for bringing the best practices on how to define and implement business functions, process, workflow, and organizational change management. The BA is responsible for making sure the business needs are met using the expertise brought to the table.

A Business Systems Analyst is responsible for being the partner to the business who can expertly help the business define and document business requirements. They are specialists in helping the business determine, capture, define and document business requirements. They do this by employing skills in formal business analysis, use cases, business function modeling, prototyping, process modeling, process engineering, facilitation, JAD, project management and organizational change management. They will be knowledgeable on the latest technologies that can be used to automate processes, workflows, collaboration, data integration and document management. As the business requirements are completed, they work to translate requirements to vendors and IT professionals. They will be involved in the design of the requirements to the next level. They will help bring the business in at appropriate times to understand and check the design and testing work. They are heavily involved in the string and integration testing. They are heavily involved in user acceptance testing. They will help make sure the backup and recovery processes are properly defined. They will be involved in service level agreements. They will be involved in making sure system side controls are in place and working correctly. They will generally be heavily involved in defining, designing, testing, and executing data conversion activities. As a project moves into more technical
aspects, this role helps make sure the requirements are properly designed, built and tested. They may be involved in helping configure the system. They will have in-depth knowledge of exactly how the processes are automated, interfaced, integrated and implemented. They are expected to have in-depth knowledge on exactly how the system works. As times goes on, this knowledge will become more known by the BA.

Depending upon the situation, they may be asked to function as the project manager from the IT side for a project. Their career path generally comes from the IT side, but not always. When it comes from the IT side, it generally started from applications development, data base administration, information management or project management.

Use of this job family outside of centralized IT requires approval from the Chief Technology Information Officer.

### MAJOR DUTIES & RESPONSIBILITIES

<table>
<thead>
<tr>
<th>List most important duties first</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Works with clients to develop business requirements and SAP Technical requirements. Conducts business analysis to understand business practices and approaches as it relates to SAP. Serves as conduit between division and IT to integrate systems and business processes, drive their work into systems initiatives and lead system selection processes.</td>
</tr>
<tr>
<td>2. Develops specifications for SAP Development staff. Keep abreast of SAP functionality that are available in the current and future releases. Performs impact analysis and testing to support SAP product and hot pack upgrades. Plans and executes unit, integration and acceptance testing; and creates specifications for systems to meet business requirements. Designs details of automated systems.</td>
</tr>
<tr>
<td>3. Provides primary and backup SAP configuration support and be subject matter expert to at least one SAP module, i.e., Finance/Controlling (FICO), Fund Management-Budgeting (FM), Warehouse Management (WM, IM), Plant Maintenance (PM), Project Systems (PS), Material Management (MM), Supplier Relationship Management (SRM), Procurement, Sales and Distribution (SD), Workflow, Production Planning (PP) and Human Capital Management (HCM).</td>
</tr>
<tr>
<td>4. Conducts significant systems testing; supports data conversions; supports local system rollouts; exercises any required project management and execute all work in alignment with HISD’s systems plans.</td>
</tr>
<tr>
<td>5. Understands, proposes, educates and helps implement new business processes through business operations and new systems. Works to continually understand business requirements, document them in standard formats, obtain business user approval and work them seamlessly into the bigger picture.</td>
</tr>
<tr>
<td>6. Assists SAP Security group in designing SAP access security roles and responsibilities. Helps users develop processes, procedures, and training.</td>
</tr>
<tr>
<td>7. May provide consultation to users in the area of automated systems. May lead cross-functional linked teams to address business or systems issues.</td>
</tr>
<tr>
<td>8. Provides problem resolutions referred by the Technology Service Desk related to SAP.</td>
</tr>
<tr>
<td>9. Performs other job-related duties as assigned.</td>
</tr>
</tbody>
</table>
**EDUCATION**
Bachelor’s Degree; Master’s Degree preferred or some graduate coursework
In lieu of a Bachelor’s degree, additional equivalent and directly-related education and experience, as determined by Human Resources and the hiring manager, may fulfill the education requirement. Equivalent experience is four or more years in a related field in an exempt-level position, in addition to the minimum experience requirement of 7 years.

**WORK EXPERIENCE**
7+ years
IT professional coming from other disciplines with 7+ years of directly related IT experience.

**TYPE OF SKILL AND/OR REQUIRED LICENSING/CERTIFICATION**
Highly advanced analytical skills and business acumen including knowledge of multiple divisions. Having wide-ranging experience, uses professional concepts and company objectives to resolve complex issues in creative and effective ways. Has completed all levels of certification. Works to develop industry-level knowledge on new enhancements and developments coming in the next 1-5 years. Is actively working on a certification level in a related field.

Proficient in object modeling, use case analysis and use of UML notation. Proficient in use of enterprise level use case modeling tools such as ProForma and IDS Scheers. While it is the goal to use an object modeling approach that leads to system creation, this position must be experienced enough to adjust the approach as to meet project goals, people’s understanding and avoid making the process overly technical. Facilitation and organizational change management skills to include the application of facilitation tools and techniques. Understands team dynamics; has the ability to apply collaborative problem solving techniques. Over time, works from learning one technology/language/application (e.g., SAP, C++, Java, XML, HTML, CGI, ASP) method, and approach to being fully versed on all including emerging technologies, methods, and design considerations. Formal software engineering and system engineering skills acquired.

**LEADERSHIP/SUPERVISORY RESPONSIBILITIES**
No supervisory or direct people management responsibilities. Senior level positions are expected to provide work guidance, technical advice, training, and mentoring to other employees. These positions are expected to share information with less senior positions as they help them develop their skills.

**WORK COMPLEXITY/INDEPENDENT JUDGMENT**
Work is substantially complex, varied and regularly requires the selection and application of technical and detailed guidelines. Independent judgment is required to identify, select, and apply the most appropriate methods as well as interpret precedent. Position regularly makes recommendations to management on areas of significance to the department. Supervision received typically consists of providing direction on the more complex projects and new job duties and priorities.

**BUDGET AUTHORITY**
Compiles and organizes data and figures.

**PROBLEM SOLVING**
Decisions are made with greater freedom and discretion, including recommendations that are subject to approval on matters that may affect multiple departments across HISD. Job is frequently expected to recommend new solutions to problems, to improve existing methods/procedures/services and generate new ideas. May also review decisions made by other individuals on more routine matters.

**IMPACT OF DECISIONS**
Decisions have significant impact to the facility/department or division, causing increased satisfaction or dissatisfaction; producing efficiencies or delays; promoting or inhibiting personal intellectual or professional development; and/or contributing to financial gain or expense. Errors may be serious, usually not subject to direct verification or check, causing losses such as improper cost calculations, overpayment or improper utilization of labor, materials or equipment.

**COMMUNICATION/INTERACTIONS**
Negotiate and influence – interprets department strategies and services, resolves conflicts, influences outcomes on matters of significance for the division, conducts final negotiations and coordinates approvals/decision making below the executive level. Interactions are typically with customers and Top Management.

**CUSTOMER RELATIONSHIPS**
Regularly assesses and diffuses complex, and escalated customer issues. Takes personal responsibility and accountability for solving systemic customer service problems. Regularly explores alternative and creative solutions to meeting the needs of the customer within HISD's policies and guidelines.

**WORKING/ENVIRONMENTAL CONDITIONS**
Work is normally performed in a typical interior work environment which does not subject the employee to any hazardous or unpleasant elements. Repetitive motion: Substantial movements of the wrists, hands, fingers, and/or upper body for sustained periods of time, including using extremities to drag, push, pull or grasp. Sitting: Particularly for sustained periods of time. Work is normally set to specified shifts. This position is expected to be goal and customer service focused. During times of emergencies, outages and project planned work; employees are expected to be on call and available until the event is addressed. During system conversions, extra effort may be required in order to ensure the roll out of the system is successful.