INFORMATION SYSTEMS BUSINESS COORDINATOR

DEFINITION

Coordinates and participates in information systems planning by analyzing business needs, processes, and workflows to translate business requirements into system enhancements and deployments, while ensuring alignment with the District's strategy, requirements, and organizational objectives as they pertain to applications and infrastructure.

TYPICAL DUTIES

Acts as a lead subject matter expert and provides technical expertise and recommendations in various business applications, program analysis, program compliance, and legal regulatory requirements.

Facilitates collaboration with business users to analyze and determine business requirements and IT systems needs.

Defines, prepares, and documents technical specifications, operational designs, business process mapping, data flow diagrams, workflows and analyzes the impacts and/or changes to existing systems and applications.

Serves as a liaison to various groups and departments and coordinates the implementation and integration of technical solutions, project oversight, and change management to systems enhancements to meet District objectives.

Supports business users and coordinates with ITS staff to provide input for the design of IT systems applications from the business perspective.

Coordinates the release of system or application changes between business users and the appropriate ITS staff and conducts system testing for seamless integration with infrastructure.

Configures, maintains, updates, troubleshoots and evaluates applicable hardware and software application enhancements, as needed.

Evaluates the effects of new enhancements across existing applications.

Utilizes various analytical tools and methodologies to identify trends, track performance and usage patterns to improve the District's technological enhancements.

Monitors and tracks the progress of project development teams and recommends appropriate changes and corrective actions.

Develops and provides training and materials for users regarding new or modified business systems.

Participates on committees and task forces and attends meetings, conferences, and training sessions related to system enhancements.

Collaborates on presentations to various stakeholders within the District to provide details and updates on current or proposed business systems applications and data to support planning, management, and audits.

Prepares and writes reports, correspondence and other documents relating to project and testing activities, including planning, scheduling, and execution for various departments.

May act as a team lead.

May provide supervision to assigned staff.

May travel to various worksites or locations.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

An Information Systems Coordinator Business Coordinator coordinates and analyzes business processes and workflows to improve system enhancements and deployments.

A Senior Technical Project Manager directs major activities involved in planning, development, and implementation of a major software applications system and may supervise and coordinate efforts of Technical Project Managers.

An Information Systems Business Analyst analyzes the customer's business requirements and processes and translates them into specific software requirements and design.

SUPERVISION

Receives general direction from a higher level administrator. Provides technical supervision over assigned ITS personnel.

CLASS QUALIFICATIONS

Knowledge of:

Appropriate techniques for gathering, converting, processing, monitoring, and reporting of data for the purpose of quality assurance and uniformity
Operating systems, file organization, and access techniques
Structured application development and program documentation procedures
Project management methodologies, and software development life cycle
Script debugging, flow-charting, and data flow diagramming
System analysis and design techniques MS Office Suite, web browser, and email
Business process and customer experience facilitation techniques including: Lean IT, Voice of the Customer, and Journey Mapping
ITIL and the entire IT Service Delivery lifecycle
Software delivery life cycle methodologies
Software system configuration, maintenance, administration, analysis, and problem resolution best practices
Database access tools
Technical writing; audience analysis, document design, understanding institutional structures, standards and styles
Business case analysis and process modeling

Ability to:

Balance competing priorities and support concurrent projects
Adapt quickly to changes in policies, procedures, assignments
Test and troubleshoot routine application problems/changes and recommend/implement solution
Gather and analyze data, reason logically, draw valid conclusions and make appropriate recommendations
Facilitate meetings among stakeholders with diverse and conflicting points of view
Communicate effectively, both orally and in writing
Work effectively with District personnel, representatives of other organizations, and the public
Oversee multiple projects and issues while working effectively under pressure in meeting deadlines
Prepare clear, concise reports, and make recommendations
Make effective oral presentations
Set priorities and successfully complete tasks in a timely manner

Work effectively and independently on assigned projects
Design and implement technical modifications
Work effectively without supervision
Maintain effective working relationships with District personnel
Recommend actions necessary to resolve impediments to delivering the projects on schedule
Identify, research, and resolve problems
Develop report specifications

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university, preferably with a bachelor's degree in computer technology, computer science, business administration, or public administration.

Experience:

Five years of IT business analysis experience which must include designing workflow, application designs, and/or writing business requirements or processes. Project management involving IT applications or systems enhancements in a K-12 school district is preferred.

Special:

A valid driver's license to legally operate a motor vehicle in the state of California and the use of a motor vehicle.

SPECIAL NOTES

Employees in the class may be subject to call at any hour.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and /or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

New Class
04-18-24
JAP