TITLE: **BUSINESS SYSTEMS SPECIALIST I-VI**

DEFINITION: Under supervision, performs specialized technical work pertaining to applications programming and analysis, system software/hardware analysis and design, and system administration and support activities.

DISTINGUISHING CHARACTERISTICS:

Grade Level I   -   Under immediate supervision, performs general technical work pertaining to less difficult applications programs, and learns systems analysis and design techniques, supports the Geographic Information System, or maintains and supports computer hardware and software applications.

Grade Level II   -   Under general supervision, performs specialized technical work pertaining to moderately difficult applications programs, and assists in systems analysis and design activities.

Grade Level III   -   Under direct supervision, performs specialized technical work pertaining to the preparation and responsibility for complex applications programs, and performs basic systems analysis and design activities.

Grade Level IV -   Under limited supervision, performs highly specialized technical work pertaining to the preparation and responsibility for very complex applications programs, and performs major systems analysis and design activities. May direct the work of lower level technical staff or contractors.

Grade Level V   -   Under limited supervision, plans, develops, implements and leads systems work which enhances end user productivity and effectiveness, provides specialized technical advice, leads efforts of project teams, promotes internal development of systems and resources, and provides technical analysis and counsel to decision makers and business leaders. Grade V requires a four-year college degree with major coursework in computer science or related field and two years related experience. Six years of related experience may be substituted for the education and experience requirement.

Grade Level VI -   Under general direction, provides highly specialized technical advice and consulting services to business units within the City, leading efforts of project teams, promoting internal development of systems and resources, and providing technical analysis and counsel to decision makers and business leaders. Grade VI requires a four-year college degree with major coursework in computer science or related field and two years related experience. Six years of related experience may be substituted for the education and experience requirement.

EXAMPLES OF DUTIES:

- May prepare or code programs from specifications;
- May Test and debug programs;
- Updates and modifies existing programs from detailed specifications;

BUSINESS SYSTEMS I-VI (continued)

- May develop, maintain and/or update system procedures and documentation;
- May perform hardware and software maintenance on complex installations and data communications equipment;
- May interface with end users to plan, define and implement systems modifications;
- Accurately interprets end user needs and requirements and modifies or designs programs or systems to meet those needs;
- May prepare detailed technical specifications for programmers to follow in program development and modification;
- Provides timely, accurate and effective customer service;
- May recommend options to end users by considering various solutions to business needs;
- May act in a lead or supervisory capacity;
- Performs other related duties as assigned.

MINIMUM REQUIREMENTS:

- Two-year college degree with major coursework in computer science or related field and two years of related experience, one of which must be equivalent to a Systems Technician, **OR** completion of a certificate program or technical school in computer science or related field and two years of related experience, one of which must be equivalent to a Systems Technician, **OR** a four-year college degree with major coursework in computer science or related field and one year of experience equivalent to a Systems Technician;
- Experience may be substituted for education on a year-for-year basis;
- Some positions require an extensive background investigation;
- A valid California Driver's License may be required;
- Thorough knowledge of the principles, techniques, and methods used in acquiring, developing, implementing and/or enhancing computer hardware and software;
- Ability to work effectively with others through the use of solid interpersonal/people skills.

HISTORY:

- Established: 10/01/1999
- Grade Level I consolidated with Programmer Analyst I, Office Systems Technician II, Geographic Information System Technician II.
- Grade Level II consolidated with Programmer Analyst II and Geographic Information System Analyst II.
- Grade Level III consolidated with Programmer Analyst III and Geographic Information System Analyst III.
- Grade Level IV consolidated with Programmer Analyst IV.
- Grade Level V consolidated with Programmer Analyst V.
- Grade Level VI consolidated with Programmer Analyst VI.
- Approval/Adoption Date: 7/12/2000

CITY OF
LONG BEACH
TECHNOLOGY & INNOVATION