Human Resources
505.468.1500
415 Silver, 5th Floor
Albuquerque, New Mexico 87102
HR@bernco.gov
www.bernco.gov

Business Systems Analyst

JOB CODE	JOB FAMILY	PROFILE
JCP115	**Information Technology**	**Business Systems Analyst**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$49,234.00 - $76,294.00**	**November 5, 2026**

The Business Systems Analyst supports Senior and Lead Business Systems Analysts by assisting with the analysis, configuration, testing, implementation, and maintenance of computer hardware and software systems. This role helps ensure that applications such as Human Resources Capital Management (HCM), Enterprise Resource Planning (ERP – SAP), Records Management System (RMS), and Jail Management System (JMS) meet the business needs of the department. The analyst performs troubleshooting, upgrades, and quality assurance activities to maintain system functionality and supports the integration of multiple platforms and technologies.

Job Description

DUTIES AND RESPONSIBILITIES

- Provides customer support to end users for application-related issues.
- Tests, troubleshoots, and debugs application functionality to identify and resolve issues.
- Performs daily, weekly, and monthly tasks to maintain application functionality, availability, and job processing.
- Creates reports and data extracts using tools such as SSRS, Crystal Reports, or application-specific reporting features.
- Assists Senior and Lead Business Systems Analysts with planning and implementing new application functionality.
- Supports business process mapping, requirements gathering, and preparation of technical documentation including system design specifications, flow diagrams, and testing plans.

- Assists with coordinating design, development, integration, and implementation activities with technical teams, including programmers, network analysts, database administrators, and server administrators.
- Attends meetings, conferences, and training sessions. Provide after-hours technology support as assigned. Maintain confidentiality of sensitive records, plans, documents, and decisions.
- Performs other related duties as assigned.
- Job responsibilities may vary depending on departmental needs and the specific allocation of the position.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

MINIMUM QUALIFICATIONS

- High School Diploma or GED.
- Two (2) years of work experience in Information Technology.

Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver’s license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.

WORKING CONDITIONS

- Work is primarily performed indoors in an office environment but may occasionally require travel to other locations.
- Work environments may involve exposure to noise, dust, and unpleasant odors, and occasionally require work in confined spaces.
- Occasional evenings, holidays, or weekend work may be required.

EQUIPMENT, TOOLS, AND MATERIALS

- Uses computers and related peripheral equipment on a daily basis for analysis, reporting, troubleshooting, and system configuration.
- Utilizes software tools such as Microsoft Office Suite, SQL Server Reporting Services (SSRS), Crystal Reports, and other application-specific platforms.
- Operates standard office equipment including a telephone, printer, scanner, photocopier, and fax machine.
- Handles files, reports, technical documentation, and various forms of paperwork in support of administrative and analytical tasks.