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

Business Systems Analyst Lead

JOB CODE	JOB FAMILY	PROFILE
JCP429	**Information Technology**	**Business Systems Analyst Lead**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$72,093.00 - $111,738.00**	**November 5, 2026**

The Business Systems Analyst Lead performs advanced, specialized work of a professional nature, utilizing skills requiring technical expertise and an understanding of complex analytical procedures, and systems and business processes and functions. Works with a significant amount of independent authority and judgment. Incumbents lead a project team and/or provides expertise in information systems analysis, including definition of user requirements, feasibility studies, design, program specifications, testing, and implementation.

Business Systems Analyst Lead also performs support activities of computer hardware and software systems to meet business needs. Support activities can include any of the following functions: Analysis, configuration, testing, implementation, upgrades, troubleshooting, maintenance, and safeguarding of applications such as Human Resources Capital Management (HCM), Enterprise Resource Planning (ERP – SAP), Records Management System (RMS), Jail Management System (JMS), or other various applications, to ensure departmental business needs are meet.

Job Description

DUTIES AND RESPONSIBILITIES

- Provides customer support to departmental end users for application-related issues.
- Offers guidance as necessary.
- Performs various application quality assurance activities such as testing, troubleshooting, and debugging application functionality to resolve issues.

- Creates and coordinates daily/weekly/monthly proactive tasks to ensure continued consistent functionality and availability of applications and the tasks/jobs that interface with the applications.
- Maintains effective communications between vendors/consultants and departmental users to coordinate work, troubleshoot, solve application-related or other issues, and plan implementation of new functionality.
- Consults with departmental customers and stakeholders to identify business functions that can be improved by the implementation of enhancements to existing applications or new hardware and/or software solutions.
- Maps business processes, gathers and analyzes user/business requirements, prepares technical documentation such as system design specifications, system flow diagrams, procedural plans, and testing plans. Determines design and integration requirements.
- Provides recommendations for improving hardware and/or software in order to accomplish business goals; Develops plans to initiate improvements.
- Coordinates design, development, integration, and implementation processes with system programmers, network analysts, database administrators, and server administrators to ensure inter-operability across multiple platforms and technologies.
- Conducts training pertaining to the use of new applications or functionality for users and/or other information technology staff.
- Ensures application security and integrity through design and implementation of proper user access levels and/or software versions, in order to remain in compliance with auditor requirements, county rules and regulations, and state mandates.
- Serves as a technical expert within area of assignment, providing guidance and direction to other professional staff and resolving complex problems; participates in creating strategic plans for systems/applications development and modification within area of expertise.
- Leads the work of subordinate professional information technology staff within an assigned work unit; directs the work of peers and/or subordinate professional information technology staffed on assigned projects.
- May serve as a project manager over routine systems-related projects that are small to medium in size and require limited staff and resources.
- Participates on committees and task forces.
- Attends meetings, conferences, and training sessions.
- Provides afterhours technology support as assigned.
- Incumbent(s) in this classification may handle sensitive and/or confidential records, plans, documents or decisions that require maintaining confidentiality of sensitive information.
- ***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

- Requires a Bachelor’s Degree in Computer Science, Information Systems, or related field.

- Four (4) years of work experience performing development and analysis in a comparable complex information systems environment.

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

SUPPLEMENTAL INFORMATION

PREFERENCES

ERP-SAP

An understanding of, or previous experience in, one or more of the following business processes: Accounting, Budgeting, Purchasing, Treasury Management, Accounts Payable, Inventory Management, Accounts Receivable, Plant Maintenance (work order system), Grants Management, Asset Accounting, or Segregation of Duties.

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 typically performed in an indoor office environment but occasionally requires travel to other locations.
- Work environments may include noise, dust and/or unpleasant odors, and may occasionally require work in confined spaces.
- Occasional evenings, holidays and/or weekend work may be required.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes a telephone, a computer keyboard, a computer printer, a photocopy machine, a facsimile machine, and a calculator.
- Materials and products handled in the course of performing essential duties include files, forms, reports, various other paperwork, and a wide variety of basic office supplies.