Human Resources
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Business Systems Analyst Senior

JOB CODE	JOB FAMILY	PROFILE
JCP346	**Information Technology**	**Business Systems Analyst Senior**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$63,648.00 - $98,654.00**	**August 28, 2026**

The Business Systems Analyst Senior performs support activities for computer hardware and software systems to meet departmental business needs. Support activities include analysis, configuration, testing, implementation, upgrades, troubleshooting, maintenance, and safeguarding of applications such as Human Capital Management (HCM), Enterprise Resource Planning (ERP – SAP), Records Management System (RMS), Jail Management System (JMS), and other business-critical applications.

Job Description

DUTIES AND RESPONSIBILITIES

- Provides customer support to departmental end users for application-related issues and offer guidance as needed.
- Performs application quality assurance activities, including testing, troubleshooting, and debugging, to resolve functional issues.
- Conducts daily, weekly, and monthly proactive tasks to ensure consistent functionality and availability of applications and their interfacing jobs or tasks.
- Creates reports and data extracts using reporting tools such as SSRS, Crystal Reports, or built-in application reporting functions.
- Maintains effective communication between vendors, consultants, and departmental users to coordinate work, troubleshoot issues, and plan new functionality implementation.

- Consults with departmental stakeholders to identify opportunities to improve business functions through enhancements to existing applications or new technology solutions.
- Maps business processes, gathers and analyzes requirements, and prepares technical documentation such as system design specifications, process flows, procedural guides, and test plans.
- Coordinates design, development, integration, and implementation with system programmers, network analysts, database administrators, and server administrators to ensure interoperability across platforms.
- Conducts training sessions for users and IT staff on new applications or system functionality.
- Serves as a project manager for routine, small to medium-sized systems-related projects and perform related project management duties as assigned.
- Attends meetings, conferences, and training sessions to stay current on industry best practices and tools.
- Provides after-hours technology support as assigned.
- Handles sensitive and/or confidential records, plans, documents, or decisions with discretion and in accordance with applicable confidentiality requirements.
- Performs other job-related duties as required. The specific allocation of duties may vary based on the needs 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

- Requires a Bachelor's Degree in Computer Science, Information Systems, or a related field.
- Two (2) years of related work experience.

Any equivalent combination or 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.