



City of Sunnyvale

Business Systems Analyst, Confidential

| | | | |
|---------------------|--|---------------------|---------------------------|
| SALARY | \$54.41 - \$69.44 Hourly \$113,170.01 - \$144,437.36 Annually | LOCATION | Sunnyvale, CA |
| JOB TYPE | Full-Time | JOB NUMBER | 25-00101 |
| DEPARTMENT | Human Resources | DIVISION | Employee Benefits |
| OPENING DATE | 08/04/2025 | CLOSING DATE | 8/25/2025 5:00 PM Pacific |

Description

BUSINESS SYSTEMS ANALYST, CONFIDENTIAL
Regular Full-Time Employment Opportunity

This classification has been designated as confidential. Salary listed includes a 3.5% confidential premium.

The final filing date is Monday, August 25, 2025 at 5:00 p.m. or after receiving 100 qualified applicants, whichever is first.

The City of Sunnyvale is recruiting for the position of Business Systems Analyst, Confidential. The Business Systems Analyst assigned to this role will provide complex analytical support for the maintenance and/or enhancement of the City's Oracle ERP system. They will serve as a functional expert and a liaison between the Human Resources Department, business users, Information Technology Department Staff, vendors, and service providers. The primary responsibility of this position is to provide lead and consultation on the HRIS system and continued maintenance. We are looking for an organized, detail oriented, and collaborative individual with great interpersonal skills. In this confidential position, a significant degree of discretion, integrity and independent judgment is required.

Work Schedule: The position is eligible for telework, up to 2 days per week, after a 6-month mandatory onsite work schedule. The telework schedule is subject to approval from the department director as permitted by City policy and practice.

Under direction of assigned supervisor or manager, provides complex analytical support to the maintenance and/or modification of existing systems and development of new modules/functions in one or more areas/systems in coordination with the Information Technology Department serving as liaison between business users and information technology staff, vendors and service providers; and performs related work as required.

DISTINGUISHING CHARACTERISTICS

Positions in the Business Systems Analyst classification are allocated to departments where incumbents serve as a

liaison between departmental business system users and information technology staff, vendors, and service providers. Business Systems Analysts have knowledge of both departmental and/or program operations and information system capabilities.

The Business Systems Analyst classification is distinguished from Information Technology classifications in that incumbents in the latter classes have primary responsibility for the technical aspects of system development, design, construction, modification, maintenance, infrastructure and security, require a higher level of technical education and experience, and context switching between various types of systems. Business Systems Analysts are responsible for application administration of a single complex system, the conceptual and operational aspects of adapting information systems to departmental and business needs and communicating those needs to information system professionals.

The Business Systems Analyst classification is distinguished from other classifications within departments, in that incumbents in the latter classes have primary responsibility for running the business operations and the Business Systems Analyst maintains the systems operations, helping the business operations users with training, translating business needs into system requirements and being responsible for keeping systems up-to-date with functions.

Essential Job Functions

(May include, but are not limited to, the following):

- Works within the assigned department and provides application support on the designated system.
- Provides guidance and support to business users and system end-users.
- Participates in the modification of existing systems and/or the implementation of new systems and modules by developing, writing and disseminating procedures that utilize new or changed system applications.
- Provides guidance on system or workflow modifications and changes needed to support operational, program and/or regulatory compliance.
- Receives requests for assistance related to the use of department and/or program systems and software applications; determines the severity of the problem and resolves or refers to appropriate personnel for resolution.
- Participates in a variety of system user groups, work groups and/or project teams to identify user needs and operational, programmatic and/or regulatory changes affecting application requirements and other related issues.
- Interacts with IT staff, vendors, outside agencies, auditors and other staff regarding requests for data, dashboards or special reports.
- Provides or coordinates training of staff on the information system; assists in writing or provides training materials, how-to and reference documentation, and makes training presentations.
- Responds to IT service tickets related to the system/application they are assigned to and includes details on resolution steps to address issues.
- Adds knowledgebase articles to the IT knowledgebase to assist users in step-by-step instructions or tips and tricks on system usage.
- Performs functions to ensure application availability including system monitoring, adding and deleting users, modifying user profiles, maintaining reports and files.
- Assist in the coordination and implementation of system upgrades and lead or participate in the testing of such upgrades.
- Maintains and develops a variety of departmental and/or program files, records, queries and generates reports and dashboards on a scheduled and/or ad hoc basis.
- Reviews system release notes and makes recommendations on business process changes to be applied based on business needs.
- Prepares and tracks requests to IT staff, vendors, and/or service providers for routine system changes and reports.
- Participates in vendor evaluation and selection of new systems during the procurement process.
- Participates on technology project teams; coordinates between IT staff and departmental staff to ensure business needs are being implemented appropriately; fulfills tasks within various project plans.
- Provide departmental insight related to technologies used Citywide.
- Communicates clearly and concisely, both verbally and in writing.
- Maintains a cooperative working relationship with the public, employees, and vendors.
- Provides application functional support to end-users and serves as a liaison to IT staff.

- Provides departmental business subject-matter expertise as they relate to technical and systems operations.
- Supports and applies IT policies and best practices in assigned department.

WORKING CONDITIONS

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in using a computer keyboard. Additionally, the position requires near and far vision in reading reports and work-related documents and using a computer. Acute hearing is required when providing phone and personal customer service. The need to lift, drag and push equipment and materials weighing up to 50 pounds is also required. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodation.

Minimum Qualifications

Education and Experience

The minimum qualifications for education and experience can be met in one of the following ways:

A Bachelor's degree from an accredited college or university with concentration in public administration, business administration, computer science, information technology, business information systems or closely related field; AND two years of technical or professional experience in a field related to the department.

NOTE: A Master's of Science degree in Computer Information Systems, Public Administration, Business Administration or related field may be substituted for one year of experience.

Knowledge of:

- Principles, practices, policies, procedures, regulations and applicable state and federal laws pertinent to assigned operational and/or program area.
- Principles and practices used in the analysis and development of procedures and information systems associated with assigned operational and/or program area.
- Principles and practices of programmatic analysis and report preparation.
- Information systems, business intelligence/analytics, and data analysis concepts.
- Principles, procedures, practices and techniques associated with data management.
- Office methods, procedures, software, and equipment.
- Methods and techniques of troubleshooting systems and workflows.
- Principles of business process modernization or improvement.
- Principles, practices, methods and techniques of training and providing technical and functional support to end-users.
- Principles of project management, task completion, and resource management.
- General principles and practices of computers, servers, networks, operating systems, and software application to provide overall understanding of the system.

Ability to:

- Provide business operations and analytical support to users of department systems and applications.
- Communicate clearly and concisely, both orally and in writing, including translating business needs into technical or system requirements/specifications, with both technical and non-technical personnel.
- Communicate departmental information system needs to IT staff or system providers for the design, development, and/or enhancement of system applications.
- Identify, analyze, and define administrative and technical issues, collect information, establish facts, draw valid conclusions and make appropriate recommendations.
- Evaluate the effectiveness of newly developed systems and/or applications.
- Effectively organize, prioritize, and follow-up on work assignments to meet established deadlines.

- Provide technical advice and consultation to City staff; understand the current and future needs of the operations and system.
- Develop and present comprehensive training materials to end-users.
- Prepare clear, concise and accurate documentation, instructions, system notifications, correspondence, and other written materials.
- Organize work, set priorities, and meet critical deadlines.
- Maintain accurate records and files.
- Establish, maintain, and promote positive and effective working relationships with employees, other agencies, public officials, and the public.
- Demonstrate initiative and exercise good judgment in the performance of duties.
- Serve as a client liaison to identify and define project requirements, scope, and objectives for technology projects.
- Coordinate project activities, resources, and schedule with project teams.
- Provide guidance and direction to team members and consult with other staff.

Willingness to:

- Provide emergency response to reduce downtime.
- Correct errors or monitor application availability surrounding critical system failures.
- Perform off-hours scheduled maintenance downtime.
- Work on call on a scheduled and as needed basis.

Licenses/Certificates:

Possession at time of hire and continued maintenance of a valid California driver's license and a safe driving record, or the ability to provide alternate transportation which is approved by the appointing authority.

DESIRABLE QUALIFICATIONS

- Public sector employment or internship experience.
- Experience maintaining business processes for a system or application used in partnership with a vendor or IT department.

Application and Selection Process

If you are interested in this opportunity, please submit a City of Sunnyvale employment application and responses to the supplemental questions to the Department of Human Resources **no later than 5:00 pm on Monday, August 25, 2025**. Candidates are asked to fully describe any training, education, experience, or skills relevant to this position. Electronic applications may be submitted on-line through the City's employment page at Sunnyvale.ca.gov and click on JOBS. Late or incomplete applications will not be accepted.

EXAM PROCESS

Applications will be competitively screened based on the minimum qualifications of this position. Based upon a review of the application materials, the most qualified candidates will be invited to participate in the examination process, which may consist of an **oral examination scheduled for Wednesday, September 10, 2025** (Note: The examination process may be changed as deemed necessary by the Director of Human Resources).

SELECTION PROCESS

Those candidates that receive a passing score on the examination will be placed on an eligibility list for up to one year, in accordance with the City's Civil Service Rules and Administrative Policies. **Top candidates on the eligibility list will be invited to participate in a selection interview with the Human Resources Department tentatively scheduled for the week of September 22, 2025.** Selection interviews will typically take place in-person, please plan accordingly.

Any candidate selected by the hiring department will be required to successfully complete a pre-employment process, which may consist of a comprehensive background investigation, as well as medical exam(s) administered by a City-selected physician(s) before hire. Prior to starting work, all newly-hired employees will be fingerprinted to check conviction history. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose conviction history will result in refusal of employment or termination.

INFORMATION ABOUT PROOF OF EDUCATION

Any successful candidate selected by the hiring department will be required to submit proof of education (i.e., original copy of the diploma or college/university transcripts).

Any successful candidate selected by the hiring department will be required to submit proof of education (i.e., copy of the diploma or college/university transcripts). An applicant with a college degree obtained outside the United States must have education records evaluated by a credential evaluation service at the candidate’s expense. Candidates may utilize any third-party agency for the evaluation. If you search ‘education equivalency verification’ or similar online, you will obtain results for agencies that provide this evaluation service. A conditional job offer cannot be made until the education has been evaluated and submitted to the Department of Human Resources.

ADDITIONAL INFORMATION

Positions in this classification are not represented by a bargaining group and are designated as confidential CONF
Benefits

For assistance on how to fill out your job application, watch the following video:

- [How to Apply for a City of Sunnyvale Job](#) - YouTube (5:13)

The information contained within this announcement may be modified or revoked without notice and does not constitute either an expressed or implied contract.

The City of Sunnyvale is an Equal Opportunity Employer. It is the policy of the City of Sunnyvale not to discriminate against all qualified applicants or employees on the basis of actual or perceived race, religion (including religious dress or grooming practice), color, sex (includes gender, pregnancy, childbirth, medical conditions related to pregnancy or childbirth, breastfeeding or medical conditions related to breastfeeding), gender identity and/or gender expression, sexual orientation (including heterosexuality, homosexuality and bisexuality), ethnic or national origin, ancestry, citizenship status, uniformed service member status, marital status, family relationship, age, cancer or HIV/AIDS related medical condition, genetic characteristics and/or genetic information, and physical or mental disability. Applicants needing special accommodations for testing should submit a request to the Department of Human Resources at time of application.

Employer

City of Sunnyvale

Address

456 W. Olive Avenue

Sunnyvale, California, 94086

Phone

408-730-7490

Website

<https://sunnyvale.ca.gov>

Business Systems Analyst, Confidential Supplemental Questionnaire

*QUESTION 1

Instructions for completing the supplemental questionnaire:

This supplemental questionnaire will be a primary tool in the evaluation of your qualifications for this position. The supplemental information that you provide will be evaluated along with your completed application. Please limit your response to one page per question. In answering the question(s), be as specific as you can. Some questions may include multiple parts (i.e., (a), (b), (c), (d), etc.). Please make sure to address each part of each question in the supplemental questionnaire below.

Please be advised that you will be 'timed out' of this page after 30 minutes. Therefore, it is best to copy the supplemental questions that require text answers from this page into a document that you can save on your computer, produce your responses in that document, and then copy and paste the responses into the space provided below. Additionally, please save your work continuously.

The completed application and responses to supplemental questions constitute an examination. **Note: qualifying experience must be reflected on the education, work experience, Certificates/Licenses section of the job application form. Please note the information provided in the supplemental question will not be accepted in lieu of completing the work experience section of the application.**

Resumes may be attached, but they will not be accepted in lieu of completing the work experience section of the application or the supplemental questions. The information you provide will be used to further identify those applicants who are best qualified to continue in the selection process for this position.

Your responses to the questions that require you to detail your background and experience should include the following information:*

- The number of years of experience you have had performing the duties that you are describing;
- The name(s) and type(s) of organization(s) where you obtained such experience; and,
- Your role and specific responsibilities within the organization(s).

****Responses to the supplemental questions that indicate "see resume" are considered incomplete.*** By checking the 'Yes' response below, I indicate that I have read these instructions for completing the supplemental questionnaire and in accordance with these instructions, I understand that written responses to the supplemental question(s) listed below are required, in order to evaluate my qualifications for this position and for my application to be considered complete.

Additionally, I certify that I have completed the following supplemental questionnaire on my own; the answers accurately reflect my training, education and experience; and, I understand that my responses are subject to verification.

☐ Yes

☐ No

*QUESTION 2

Please select one of the following that best describes the combination of your education and experience:

- ☐ I currently possess a Bachelor's degree from an accredited college or university with concentration in public administration, business administration, computer science, information technology, business information systems or closely related field; AND two years of technical or professional experience in a field related to the department.
- ☐ I currently possess a Master's degree from an accredited college or university with a concentration in Computer Information Systems, Public Administration, Business Administration or related field; AND one years of technical or professional experience in a field related to the department.
- ☐ None of the above.

***QUESTION 3**

Based on your response to question #2, please describe your relevant experience in Human Resources Information Systems maintenance, data analysis, programming and/or systems analysis. Please include the name of the organization you worked for, the number of years worked, and the specific job duties you were responsible for. If you have experience with specific modules such as Human Resources, project management, or payroll, please make sure to highlight this experience.

***QUESTION 4**

Please describe a situation when you made a significant enhancement to a business system function or process. Please describe all of the steps that you took to get the solution implemented.

***QUESTION 5**

This position may require working off-hours for scheduled maintenance downtime and may also work an on-call schedule as needed. Are you willing to work off-hours and an on-call schedule as needed?

- ☐ Yes
- ☐ No

*** Required Question**