

Iowa Department of Administrative Services – Human Resources Enterprise
Classification Series Guidelines

Business Systems Specialist Series

Classes in the Series

<u>Class Code</u>	<u>Class Title</u>
00091/90091	Business Systems Specialist 1
00092/90092	Business Systems Specialist 2
00093/90093	Business Systems Specialist 3
00094/90094	Business Systems Specialist 4
00095/90095	Business Systems Specialist 5

Series Concept

This series includes positions that perform professional work involving the analysis, design, implementation, configuration, coordination, and ongoing support of business systems that support agency programs and operations. Positions in this series serve as the primary link between program areas and technical staff by translating business needs, policies, and operational requirements into system functionality, configuration, and procedural requirements.

Work may include requirements analysis; functional system design; coordination of configuration and testing; documentation of business processes, system rules, and standards; user support and training; and participation in governance, compliance, and system improvement initiatives. Positions in this series provide functional ownership of assigned business systems by defining business rules, workflows, and configuration parameters, and require progressively higher levels of responsibility, independence, and judgment authority as levels advance.

Positions in this series collaborate closely with technical staff and vendors but do not perform software development, systems engineering, or infrastructure management. Technical design, coding, and system maintenance responsibilities are performed elsewhere by information technology professionals, while Business Systems Specialists ensure that system functionality and governance effectively support business operations and organizational/programmatic objectives.

Exclusions

The following are excluded from classification within this series:

1. Information technology positions responsible for software development, application programming, or systems engineering (e.g., Information Technology Specialists).
2. Positions primarily responsible for programmatic data analysis, performance measurement, statistical evaluation, or interpretation of data outcomes (e.g., Data Analysts or Data Scientists).
3. Positions performing general program management work, who have a responsibility for a program's overall operation, strategic direction, and performance.

Class Distinctions

Business Systems Specialist 1

Positions function at the entry level, performing basic, task-oriented business systems support under close supervision. Work typically involves assisting with system documentation, executing predefined testing

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activities, responding to routine user issues, validating data or system outputs, and learning business processes and system functionality. Assignments are well defined, limited in scope, and performed using established procedures and standards. Positions at this level do not independently analyze system requirements and are primarily focused on skill development and familiarity with assigned systems.

Business Systems Specialist 2

Positions perform journey-level business systems work involving analysis of defined program or functional requirements and participation in system configuration, testing, maintenance activities, and assisting users with technical issues. Work includes developing standard documentation, procedures, and user materials, and coordinating with program staff and technical teams on limited-scope system changes or enhancements. Positions work with moderate independence, apply judgment within established frameworks, and are responsible for discrete system components or business processes.

Business Systems Specialist 3

Positions perform advanced business systems analysis and functional design with considerable independence. Assignments involve complex program requirements, cross-functional coordination, and responsibility for major system components, workflows, or business processes. Work may include coordination of projects, functional design efforts, evaluating system impacts, and resolving non-routine system issues. At this level, employees provide guidance to lower-level staff, and act as subject matter experts for assigned system(s) or program area(s).

Business Systems Specialist 4

Positions perform senior-level business systems analysis with broad responsibility for complex or multiple business systems. Work includes coordinating major system initiatives; directing functional configuration, testing, and implementation activities; developing standards, procedures, and best practices; and advising management on system capabilities, risks, and impacts. Positions frequently serve as primary functional contacts for significant program areas and provides strategic guidance across teams, divisions, or stakeholder groups.

Business Systems Specialist 5

Positions perform expert-level enterprise business systems ownership and management for agency-wide or mission-critical systems. Work includes serving as the business authority for complex systems; establishing and enforcing functional requirements, standards, and controls; overseeing large-scale or enterprise system initiatives; and representing the agency in enterprise decision-making, policy development, and vendor-management forums. Employees apply expert-level understanding of program operations and how enterprise systems support those operations. Positions at this level exercise a high degree of independence and authority, influence system direction across programs or agencies, and provide strategic guidance on how enterprise systems support organizational goals and statutory requirements. Lead worker duties may be performed at this level.

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