



CLASS SPECIFICATION FOR:

**IT Business Analyst**

**General Statement of Duties:**

Collaborates closely with assigned County departments; serves as the primary liaison between IT and assigned departments; assists departments with the development and integration of technology solutions into routine and department-specific business processes; assists departments with identifying operational needs and business processes that can be enhanced through the incorporation or enhancement of technology-based solutions; assists departments with training and engaging end-users and customers in the use of new technologies and business processes; performs related work as needed.

**Distinguishing Features of Class:**

An incumbent in this classification is assigned to the County's centralized IT Department and utilizes extensive knowledge of County departments' business processes and technology. Primary duties include maximizing the utilization and integration of enterprise software; analyzing the utilization enterprise software and technologies; collaborating closely with departments Countywide to identify obstacles to widespread utilization and integration; and developing targeted communication, training and integration plans to maximize staff's capabilities, transition to and utilization of enterprise software. Primary duties also include collaborating closely with departments' staff to identify the current and future state of business/operational processes, including multi and inter-departmental processes and needs, with the potential to be optimized through the enhanced integration of current or new technologies; researching options for developing and integrating current or new technology-based solutions to enhance/maximize processes and to eliminate redundancies and inefficiencies; gathering, analyzing, and organizing data and technology options; reporting findings to IT and department staff along with well-reasoned strategic recommendations for improved utilization of technology; tracking and reporting each project's progress and success metrics. Serves as project leader coordinating the enhancement of business processes with County and third-party resources and stakeholders. Works closely with department staff and other County personnel to develop effective training plans and materials to train and engage employees on the integration and use of new technologies and processes using a variety of mediums and resources. Work is performed independently under limited supervision with wide latitude for managing priorities and making technical judgments. Researches and resolves, or recommends resolution, of a wide variety of questions and issues independently with unusual and complex issues referred to the supervisor or other appropriate Department or County staff.

**Examples of Assigned Duties** (*illustrative of the types and scope of duties and responsibilities assigned to positions in this class*):

- Collaborates with departments on the integration of enterprise-wide software and applications into staff's daily work, to ensure a smooth and successful transition to the new technologies, includes developing and deploying a marketing and communications plan demonstrating the benefits, training plan with curriculum (tips, guides, FAQs, instructions, etc.) utilizing an array of training channels for non-technical audiences, developing and reporting metrics to monitor each project's impact;
- Collaborates and consults with departments to provide comprehensive process analysis related to the current and long-term utilization of existing and new applications, systems and technologies to facilitate business and operational processes;
- Develops and maintains a keen understanding of departments' current and future automation and technology needs, includes documenting and updating requirements, and periodically assessing existing technologies' functionality and need gaps;
- Guides departments in documenting internal work and information flows and data requirements and assessing current processes for strategic changes to gain efficiencies and improve end-user experience through the enhancement or integration of existing or new technologies;
- Coordinates the "big picture" impact assessments of technology on department's, including multi and inter-departmental, operational needs, including workflows and data needs, and technology's ability to enhance processes and meet the department's, end-users' and all other stakeholders' needs without negative impact/consequence;
- Serves as an advisor to IT staff and department staff, accurately interprets operational needs in technical terms to IT staff and other technology-centric resources, and accurately interprets and conveys technical terms/specs in layman's terms;
- Evaluates proposed technology enhancements and acquisitions for suitability to meet the department's, including multi and inter-departmental, operational needs and improve efficiencies, and makes recommendations;
- Collaborates with department management teams and Human Resources staff to develop an accurate assessment of the magnitude and readiness for change and training needs, and to develop and deploy a wide array of communications, training and engagement media to successfully transition impacted staff and end-users and achieve the intended results/benefits;
- Manages technology adoption and integration projects from concept to completion, including performing accurate needs and readiness assessments, developing accurate projects specs and metrics, developing communications and training plans;
- Accurately creates and maintains detailed project information, records and reports for assigned projects;



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- Develops relevant project implementation, utilization and impact on operations metrics, tracks and reports metrics to IT and department heads throughout project and afterwards to determine project's utilization and impact, and collaborates with IT and designated department staff to make any additional changes or enhancements necessary to ensure intended outcomes;
- Appropriately involves and collaborates with the supervisor, appropriate IT department staff, or other County staff for assistance with the resolution of unusual or complex project and/or technical issues;
- May develop and facilitate or co-facilitate training as needed;
- May attend public meetings, prepare presentations, present information, answer questions, follow-up in a timely manner;
- Attends, coordinates and leads project meetings with various department, County, and other internal and external stakeholders to review projects plans and specifications, identify and resolve issues, develop communication and training plans, and to ensure project concludes with adoption and integration that successfully meets all technical requirements and operational needs;
- Keeps abreast of changes in enterprise applications and designated department-specific third-party applications and systems, evaluates implications of changes, and reports findings to the appropriate IT and department staff;
- Performs other duties as assigned.

**Required Knowledge, Skills and Abilities:**

Advanced working knowledge of business processes and the use of technologies to support and enhance business processes; excellent project management skills with extensive experience managing projects from inception to completion, ensuring adherence to all approved specifications as well as approved budget and timelines; excellent technical and analytical skills for accurately interpreting operational needs and impact, including cross-departmental as well as end-users and other stakeholders, identifying issues and viable solutions, and making strategic recommendations; excellent organization skills with the demonstrated ability to plan and manage multiple projects effectively from concept to completion within established deadlines, specifications, and budgets; ability to multi-task and manage competing projects and priorities with professional integrity, including the ability to maintain the integrity of projects, deadlines, specifications, and budgets; ability to read, and consistently comprehend, interpret, apply and communicate technical requirements accurately; sound political astuteness; sound critical thinking and problem solving skills with the ability to appropriately resolve a wide variety of questions and issues within established policies, guidelines, regulatory and other project-specific requirements and procedures; ability to research issues and identify viable cost-effective solutions; sound professional judgement with demonstrated ability to synthesize multiple types of data, consider and weigh a variety of relevant factors and impact, make accurate determinations, decisions and recommendations; strong computer skills with advanced knowledge and/or proficiencies in various current technologies typically used to support business processes, end-users, customers and other stakeholders; thorough working knowledge of assigned departments' operations and business processes; visual and hearing acuity sufficient to enable effective interactions and data collection; excellent written and verbal communication skills with the ability to interact professionally with diverse audiences of internal and external stakeholders and maintain effective working relationships; excellent interpersonal and communication skills with demonstrated ability to communicate complex and/or technical information and ideas to non-technical audiences in easily understandable language/terms, both orally and in writing; ability to work independently and as part of a team; ability to collaborate effectively to establish and maintain excellent working relationships with all levels of department staff, all levels of County staff and Officials, and other relevant internal and external end-users and stakeholders; personal accountability including teamwork and establishing and maintaining positive working relationships; and excellent customer service skills with the demonstrated ability to interact patiently, respectfully, and with tact and courtesy with all stakeholders presenting with varying levels of understanding and needs in order to appropriately address requests, needs and issues. Must be able to positively and appropriately represent the County with customers and other stakeholders. May require the ability to work a flexible schedule as needed.

**Minimum Education and Experience:**

Education: Four (4) year degree in Computer Science, or other relevant technology or business administration field;

Experience: Three (3) years of relevant experience as business analyst, project manager, or other relevant work experience;

OR: Any equivalent combination of education, experience and training which provides the required knowledge, skills and abilities.

**Additional Requirements:**

**NOTE:** Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

**NOTE:** All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- Valid driver's license to perform assigned duties at various locations Countywide.