

Department Business Analyst



General Summary of Classification:

Assigned to a specific department without its own internal technology support staff to serve as the primary liaison between County IT staff and the department for department specific and County IT initiatives and business process improvements; routinely utilizes own subject matter expertise (SME) of the department's operations, processes, and technologies; identifies operational challenges, bottlenecks, redundancies, etc. and identifies technology solutions to maximize the department's operational processes and staff's productivity; performs other duties as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

NOTE: This is not a job description. The following examples are intended to be illustrative of the nature and scope of TDR that are typically assigned to positions in this job classification. Examples below are not all comprehensive. Actual assigned TDR may vary based on operational needs.

- Serves as an advisor to County 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 to ensure the successful transition to and utilization of technology in the department's operations;
- Collaborates with County IT staff on the integration of enterprise-wide software and applications as well as the integration of third-party and proprietary systems into staff's daily work to enhance the department's operations, processes and productivity; ensures a smooth and successful transition to the new or enhanced technologies by developing and deploying a communications plan explaining the benefits, and a training plan with resource materials (tips, guides, FAQs, instructions, etc.) for non-technical department staff impacted by the integration; and monitors and reports on the integration's impact;
- Responsible for documenting internal work and information flows and data requirements and assessing current processes to identify opportunities 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 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;
- 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;
- Develops relevant impact metrics, tracks and reports metrics to IT and department heads throughout project and afterwards to determine project's utilization and impact; collaborates with County IT & designated department staff to make additional changes/enhancements as needed to ensure intended outcomes;
- Accurately creates and maintains detailed project information, records and reports for assigned projects;
- Performs other duties as assigned.

Knowledge, Skills and Abilities (KSA) Typically Required:

- **Occupation-specific:** Varies based on assigned department. Must demonstrate an in-depth knowledge of the department's operations and processes; demonstrates an advanced understanding of relevant internal and external influences (ordinances, state/federal regulations, policies, funding, program, etc.) over department's operations and processes; consistently demonstrates excellent data management, research, organizational skills with excellent attention to details.
- **Technical:** Excellent computer ,data and project management skills; SME level knowledge and understanding of the department's operations, processes and the array of technologies and peripherals integral to the department's operations.
- **Interpersonal, Communication and Customer Service:** Establishes and maintains excellent working relationships with County IT Staff and department staff; excellent collaborative skills works well independently and as part of a team.
- **Decision-making and Authority:** Serves as SME. Decisions are made in collaboration with County IT and department head; consistently demonstrates sound critical thinking skills & sound judgement sound in making viable recommendations.
- **Leadership:** Serves as the primary point of contact between County IT and department staff and SME on department operations, processes, and department specific technologies.
- **Environment:** Typically works in an office setting. May be required to travel and work a flexible or on-call schedule.
- **Physical:** Visual and hearing acuity sufficient to recognize engage in effective collaborations. Physical ability sufficient to perform assigned duties in an office setting and other duty-related locations as needed.

Minimum Education and Experience:

Education: Completion of relevant college level coursework in assigned department's operations and technologies;

Experience: Three (3) years of relevant experience with increasing levels of complexity and responsibility;

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

Other Requirements (License, Certifications, Training, etc.):

- Valid driver's license to perform assigned duties at various department and duty related locations as needed.
- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of NIMS ICS 700. Additional NIMS ICS training courses may be required.

NOTE: This is a class specification and not an individualized position description. A class specification defines the general nature and scope of duties and responsibilities of positions in a job classification Class specs are not intended to describe and does not list all of the job duties and responsibilities that may be assigned to a specific position in a job classification.