



COMPUTER SYSTEMS BUSINESS ANALYST 3

Department: Various
Job Class #: 631600
Pay Range: Professional 30

FLSA: Non-Exempt
Represented: Both
CSC Approved: 09/14/10

Classification descriptions are intended to present a descriptive list of the range of duties performed by employees in this class and are not intended to reflect all duties performed within the job.

GENERAL FUNCTION: An employee in this classification primarily functions as a supervisor providing leadership to departmental staff and participating in a broad range of comprehensive project management and technical support for the IT areas of end-user development, planning, testing, report writing, queries/batches, statistical analysis, troubleshooting, and training.

SERIES CONCEPT: The Computer Systems Business Analyst 3 is the supervisory level in the series. This position is distinguished from other levels in the series by the complexity of work and the level and scope of supervision received and given. This position assumes full supervisory responsibility of lower level department IT staff.

ESSENTIAL FUNCTIONS:

- Supervise and coordinate activities of a designated unit consisting of a minimum of 2.0 FTE; determine work procedures, prepare work schedules and determine methods for expediting workflow; assign, review and approve the work of subordinate staff.
- Monitor and prioritize workload of departmental IT unit.
- Maintain effective communication with county departments and staff to facilitate and ensure adherence to policies and procedures.
- Investigate grievances involving subordinates and recommend resolution; recommend promotional and disciplinary actions; approve leave requests, and overtime; assure adequate coverage during staff absences.
- Conduct performance evaluations and develop performance measures and standards.
- Plan and implement departmental information technology strategies and projects.
- Oversee, track, solve, test, and troubleshoot software development issues and enhancement requests.
- Develop an advanced knowledge of the departmental business functions, information systems terminology, information needs, and workflow to plan, design, and propose changes/improvements to internal systems. Analyze user needs and develop system requirements.
- Act as a liaison between the department and Information Technology (which may include 3rd party vendors) to ensure the department's project needs are being communicated effectively and are on schedule.
- Oversee the planning/procurement for the departmental technology budget.
- Oversee and determine processes related to test changes and enhancements to software application systems.
- Develop and conduct training for users on new and updated applications.
- Oversee and design various forms (scannable and electronic) and reporting tools.
- Manage the integrity and security of documents and files.
- Participate in county-wide and/or external technology committees.
- Act as lead technology coordinator for department.
- Oversee the web development for department. May develop web pages using Internet Content Editor. May review and update content of web pages.

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- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime.

OTHER JOB FUNCTIONS:

- Perform other job functions as assigned.
- May assist with database or spatial analysis.

SUPERVISION RECEIVED AND EXERCISED: Work is performed under the supervision of a technical or administrative superior. Work is reviewed through meetings, reports, and results achieved and compliance with regulations, policies, and quality of supervision. The Computer Systems Business Analyst 3 supervises lower level department IT staff. Training, technical assistance, and guidance are provided by the Information Technology division of Finance.

WORK ENVIRONMENT: The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of the position. The Computer Systems Business Analyst 3 typically works in an office environment on a daily basis; positions in the Sheriff's Department may work within a confined area of a maximum security correctional and detention facility and may be exposed to the inmate population. Incumbents may be required to work at a desk or other work station for prolonged periods; constant attention to detail is required. Ability to concentrate with frequent interruptions and general office noise is required.

PHYSICAL REQUIREMENTS: The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this position. Physical activities required are finger dexterity necessary to operate equipment used in the position, talking, seeing, and hearing. There is some walking, sitting, bending/stooping, pushing/pulling and minimal unassisted lifting associated with the job duties. Lifting requirement of 40 lbs.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Principles and practices of effective supervision.
- Windows operating systems, common software applications, and database design.
- E-Mail systems and Internet.
- Testing methodologies
- Computer networking.
- Software Development Lifecycle.

Skill in:

- Advanced project management.
- Identifying business workflow needs.
- Troubleshooting and investigating software problems and providing solutions.
- Testing new and modified applications.
- Designing and presenting forms and reports.
- Developing interactive web pages.
- Advanced business analysis practices, documents, and diagrams.

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Ability to:

- Plan, coordinate, and implement information technology projects.
- Supervise, assign work, track time, and evaluate work performance.
- Learn and troubleshoot internal software applications.
- Create/maintain training materials.
- Work independently and as part of a team.
- Understand and follow written and verbal instructions.
- Work effectively and productively with others.
- Communicate effectively verbally and in writing to audiences of various social, cultural, ethnic, educational, and economic backgrounds.
- Effectively coordinate, perform and complete multiple duties and assignments concurrently and in a timely manner.
- Meet the travel requirements of the position, if any.
- Physically perform the essential job functions of the classification.

MINIMUM REQUIREMENTS TO APPLY: A Bachelor's degree in management information systems, business administration, or related field and three or more years of computer systems business analyst experience is required. Additional education or experience may substitute for the recruiting requirements. Certificate in Business Analysis preferred.

SPECIAL REQUIREMENTS AND/OR QUALIFICATIONS: Prior to being hired in any county department in which compliance with the US Department of Justice CJIS security policy is mandated, a candidate must successfully complete the required background investigation, which may include fingerprinting, physical examination, behavioral assessment, and polygraph. Thereafter, employers must continue to meet CJIS standards and requirements. A valid Washington State driver's license may be required when travel is required of the position.