

BUSINESS ANALYST

Job Code	Pay Grade
18830	150

Nature of Work

This is responsible professional, technical, and administrative work involving business systems, operations, production, business practices, workflow, and organization research. An employee in this classification is responsible for analyzing work and workflows. The incumbent analyzes, evaluates, and recommends technical solutions to problems and participates in implementing, supporting and documenting technical and business systems. Additional duties may include some network administration, user training, documentation, procedures, and report preparation. Work requires exercising independent judgment and the ability to deliver creative solutions to a wide range of administrative, technology, business, and organization issues or problems. The position reports to the Clerk's Technology Officer or the Chief Deputy Director, Finance Division or their designees.

Minimum Qualification Requirements

- 6 years professional experience performing professional, technical, administrative, information technology, accounting and management functions implementing policies and practices coordinating management, technology, policy, and procedure improvements within a large organization that includes public agency lead worker, supervision or supervisor training; or
- Associate's degree in business, management, accounting, finance, public administration, industrial engineering, information technology, information management or related field and 4 years experience as described above; or
- Bachelor's degree and 2 years experience as described above; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Creates or assists in creating requirement documents and other such materials relating to new systems or reworking existing systems.
- Coordinates and participates in problem resolution, particularly when the problem involves mission-critical areas.
- Performs systems research, logic designs and programming; prepares systems flow diagrams; develops record layouts; designs forms and specifications; develops systems procedures; prepares computer programs; designs systems enhancements.
- Assists in new systems evaluation, planning, deployment and support.
- Creates and maintains user accounts, and assigns applications to users while being mindful of and informing management of licensing requirements for the software requested.
- Plans, assists in implementation and enforcement of applicable security policies. Documents and reports violations of same.
- Acts as technical coordinator for large projects, which may involve computer systems hardware and networking equipment. Performs as liaison to other county agencies as necessary.
- Prepares and justifies recommendations for new systems and procedures, or changes to existing systems and procedures.
- Monitors systems and user performance and recommends changes to improve efficiency.
- Defines, analyzes and documents workflows.
- Performs related work as assigned or required.

BUSINESS ANALYST (continued)

Job Code	Pay Grade
18830	150

Knowledge, Skills, and Abilities

- Knowledge of office automation, data processing equipment, Internet usage and e-business practices and principles and integrated information systems.
- Knowledge of public administration practices and principles.
- Knowledge of analysis and research techniques, methods and procedures.
- Knowledge of software licensing issues and compliance measuring and tracking technologies.
- Knowledge of software development principles and techniques.
- Knowledge of LAN, WAN and Internet networking technologies.
- Skill in hardware/software diagnostic procedures.
- Ability to apply computer applications and software.
- Ability to prepare clear and comprehensive reports, recommendations and proposals, verbally and in writing.
- Ability to work independently on complex tasks, analyze and solve administrative problems and render advice or assistance on them.
- Ability to communicate with and train non-technical users.
- Ability to coordinate efforts among multiple departments to solve problems.

For official use only

Revised	EEOC Code	Overtime Code
9/14	Technicians	Exempt