



CLASSIFICATION NO. 643
Established: 1/24
FLSA: Non-Exempt
EEO: 3

BUSINESS OPERATIONS ANALYST

CLASS CHARACTERISTICS

Under direction, to perform specific and comprehensive professional research, analysis, development and coordination functions related to the operation, maintenance, and enhancement of Division/Department specific applications and information systems in collaboration with Technology Services; to coordinate the work of vendors; to participate in the development of policies and guidelines; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Business Operations Analyst is responsible for the research, development, and implementation of technical solutions at the department/division level where close collaboration and transparency with Technology Services is essential. In addition to County Technology Services, incumbents work closely with vendors, and department management to define problems, evaluate application and system requirements, and coordinate the maintenance of existing applications and systems. Positions in this classification require considerable interpersonal, writing and technical skills to translate user needs into technical solutions and present complex technical information to users at all levels of ability.

The Business Operations Analyst differs from the Business Operations Analyst, Senior which has a reporting relationship and close partnership with senior management and has lead responsibilities. It differs from the Policy, Performance, and Research Analyst which does not perform technical software system and application work. It is further distinguished from the Business Systems Analyst which is a Technology Services classification that provides planning, analysis, design, and technical support to various departments within the County and may be responsible for County-wide information systems.

TYPICAL TASKS

Duties may include but are not limited:

1. Researches, documents, and evaluates business needs; identifies gaps in existing technology and business processes; identifies, analyzes, and designs technical solutions to improve business and organizational needs in adherence with Technology services policies and guidelines; researches changes, trends, and technologies related to Department or Division specific technology needs.
2. Documents, evaluates, and analyzes effectiveness of department policies, operations, and systems; evaluates the needs of stakeholders which may include internal staff and external partners; recommends changes to policies and operational systems to improve business operations and workflow; writes or revises policies and procedures; develops and recommends methods to improve operations; develops processes for systematic

organizational improvement.

3. Identifies project scope and project goals; identifies project implementation schedules and priorities; coordinates and reviews proposals from vendors and identifies suitable vendors; coordinates project plans and goals within project timelines and budget; works as a liaison with vendors, Department or Division leadership, and Technology Services; coordinates the installation, configuration, implementation, use, modification, troubleshooting, and integration of department specific applications and software; implements technology applications and software that are used within specific Departments or Divisions.
4. Provides support to Department or Division specific technology applications and software; coordinates with Technology services and/or vendors to test and implement ongoing updates and changes to applications and software; analyzes impacts of changes to user workflow and identifies communication and training needs; develops and conducts trainings; ensures security of applications and system; maintains user access; provides technological support during system updates; diagnoses and troubleshoots errors and issues.
5. Researches and documents solutions to potential data quality issues; performs data audits, reviews, and validation to ensure data integrity; creates, formats, generates, and modifies reports; retrieves, manipulates, and accesses data from relational databases; conducts quality assurance audits and verifies accuracy of data reporting; coordinates with Technology Services and vendors to resolve system issues.
6. Provides technical assistance for Department or Division specific technology applications and software; responds to users' inquiries concerning systems operations; diagnoses software problems, network and connectivity issues and implements solutions; maintains inventory, coordinates configuration and installation of software and coordinates with Technology Services for equipment and technology needs.
7. Identifies training needs; develops and revises procedures on new systems and business processes; coordinates and conducts end user training.

REQUIRED KNOWLEDGE AND SKILLS

Working knowledge of: Principles and practices of integrated software applications systems, data communications, systems analysis and design, including business process analysis tools and methods; legislative processes and local government operations; methods of data generation, data collection, and database management principles and techniques; operational characteristics of computer software; business office management including application and use of standard office equipment; principles and practices of project management.

Skill to: Analyze and document business operations and reach sound, logical conclusions regarding customer needs, business requirements, and system recommendations; communicate effectively, both orally and in writing; convey technical and complex information to users and management; design and analyze advanced systems; collect, analyze, evaluate, and prepare recommendations regarding system performance, user needs and requirements; establish controls and security measures; develop and coordinate projects within established timelines and budget requirements; prepare clear, concise, and accurate documentation and project management reports and other written materials; establish and maintain effective working relationships with system users, Technology Services staff, vendors, co-workers, other County personnel and outside agencies; perform mathematical and statistical computations;

operate standard PC software packages, computer keyboard, and related tools; develop queries, spreadsheets, and reports.

MINIMUM QUALIFICATIONS

Minimum qualifications are used as a guide for establishing the minimum experience, education, licensure, and/or certifications required for employment in the classification. The following minimum qualifications are established for this classification. Additional minimum qualifications and special conditions may apply to a specific position within this classification and will be stated on the job announcement.

Experience: A minimum of four (4) years of related experience that would provide the required knowledge and skills to perform the responsibilities of this position.

Licenses/Certifications: None required.

PRE-EMPLOYMENT REQUIREMENTS

Positions within the County's Criminal Justice agencies must successfully pass an extensive background investigation which may include national fingerprint records check; some positions within Non-Criminal Justice agencies must successfully pass a criminal history check which may include national or state fingerprint records check.

All positions within the County's Criminal Justice agencies must pass a pre-employment drug test.

Driving may be necessary for County business. For position(s) with occasional/incidental driving, incumbents must possess a valid driver's license. Accommodation requests for an acceptable alternative method of transportation will be reviewed on an individual basis in compliance with State and Federal legislation. For position(s) with regular driving, incumbent(s) must also possess and maintain an acceptable driving record throughout the course of employment.