CLACKAMAS COUNTY

BUSINESS OPERATIONS ANALYST, SENIOR

CLASS CHARACTERISTICS

Under direction, to perform significant 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 participate as a collaborator and advisor on the department's senior management team; to regularly act as project lead over assigned project staff in the analysis, design, enhancement, and implementation of department specific applications and information systems; to participate in the development of policies and guidelines; and to do other work as required.

DISTINGUISHING CHARACTERISTICS

The Business Operations Analyst, Senior has primary responsibility for leading the research, development, and implementation of technical solutions at the department/division level in which close collaboration and transparency with Technology Services is essential. Assignments require close partnership with a department/division's senior management team and are highly visible within the department. The Business Operations Analyst, Senior is also responsible for leading and coordinating the work of an assigned unit. Incumbents in this classification act as a liaison between department/division management, Technology services and vendors and are responsible for communicating and presenting technical information to users at all levels of ability. Positions in this classification require advanced interpersonal, writing, leadership, and technical skills to translate user needs to identify and implement technical solutions.

The Business Operations Analyst, Senior differs from the Business Operations Analyst which does not have a reporting relationship and close partnership with senior management, nor does it have lead responsibilities. It differs from the Policy, Performance, and Research Analyst, Senior 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 to the following:

1. In collaboration with Senior Management, researches and evaluates business system needs of assigned Department/Division; develops, recommends, and implements technical solutions to meet identified business needs in adherence with Technology Services policies and guidelines; prepares reports to document impact and approval or denial recommendations; leads a project team in developing new or enhanced systems and

processes; acts as primary liaison with vendors, external stakeholders, and Technology Services for department specific application needs.

2. Establishes and implements business processes and application workflows for department specific applications; develops policies and procedures related to technology applications and/or general business operations.

3. Identifies project scope and project goals; identifies and communicates project implementation schedules and priorities; coordinates and reviews proposals from vendors and identifies suitable vendors; coordinates the work of a project team composed of staff, vendors, and end users; trains and provides direction to staff and vendors; checks completed work and ensures completion within established timelines and budget guidelines.

4. Analyzes, develops, and documents processes and procedures for department applications; coordinates and conducts new and ongoing end-user training; provides formalized training to inform department management and end-users of system changes and enhancements.

5. Serves as the highest point of escalation for end-user application support and issue resolution; provides technical assistants for Department or Division specific technology applications and software; responds to escalated user inquiries concerning software problems, network and connectivity issues and implements solutions.

6. Monitors and applies regulatory and legal changes that affect business processes and software functionality; reviews technical operations for compliance with statutes, rules, and regulations; participates in meetings with internal departments, legal representatives, and external entities to advise on system impacts as a result of upcoming regulatory and legal changes; advocates for process solutions or alternative methods which satisfy legal requirements in addition to system and application needs of the department.

7. Identifies, analyzes, and leads the implementation of software solutions; conducts or coordinates the review, testing and implementation of system upgrades; analyzes impacts of changes to application workflow; recommends workflow changes to senior management; ensures security of applications and systems used; identify and maintain user access and security levels.

8. Leads the work of staff in assigned work unit; provides daily work direction; assigns work; checks completed work and ensures completion within established time and budget guidelines.

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; techniques of supervision and facilitation.

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; lead or coordinate the work of professional staff and vendors; develop and manage projects within established timelines and budget requirements; prepare clear, concise, and accurate documentation and project management reports and other written materials; plan and coordinate assigned staff to achieve project requirements and objectives; 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 five (5) 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.