

# Marion County Board of County Commissioners

## POSITION DESCRIPTION



*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### UTILITIES BUSINESS ANALYST

**Department:** Utilities  
**Pay Grade:** 111  
**FLSA Status:** Exempt  
**Job Class:** 3205  
**Risk Code:** 8810

#### JOB SUMMARY

Responsible for providing utility business process review, coordination, and billing system report generation and quality control, serving as a subject matter expert in the utility billing system, Computerized Maintenance Management Software (CMMS), and coordinating improvements and database management with Information Technology (IT) of Marion County.

#### ESSENTIAL JOB FUNCTIONS

- Assists the County's IT department to determine the feasibility of implementing new computer applications or upgrades and obtains detailed specifications from users to ascertain specific output information requirements.
- Serves as a technical liaison on software design requirements, application, and system installation, implementation, system scope, and design objectives.
- Develops queries (SQL) for analyzing billing data and for analyzing consumption data.
- Reviews, analyzes, and evaluates business systems and user needs. Documents requirements and defines scope and objectives. Confers with departmental officials for preliminary determination of program feasibility. Reviews existing procedures and business processes and defines problem and machine capability. Prepares cost benefit/ROI analyses.
- Supports the overall business project plan by contributing to the research and analysis of assigned project deliverables and detailed specifications from which vendor systems will be programmed and/or configured. Provides process and workflow analysis. Monitors project deliverables.
- Performs quality assurance testing of business processes.
- Oversees the coordinating of technical aspects of the process, including the establishment of business standards and interpreting and disseminating technical information. Assists in implementation, maintenance, and provides support for utilities business systems.
- Facilitate testing of utilities business solutions including planning, defect tracking and reporting and customer signoffs. Assists in developing testing plans and tests and reviews new and

- modified systems and programs to ensure utilities business systems meet client specifications and needs, standards, guidelines, and efficiency requirements.
- Develops data verification methods and establishes business standards for preparation of operating instructions. Develops and coordinates computer system report requirements and outline system requirements.
  - Oversees the coordination and monitoring of Utility related software upgrades.
  - Develops and coordinates financial and data driven dashboards for various components generated from multiple applications.
  - Oversees the administering of a wide range of policies, rules, and regulations as they apply to utility business processes and coordinate system issues with IT. Schedules workflow and develops report techniques.
  - Plans, directs, and supervises the development and preparation of utility business process applications and the design of flow charts and related matter.
  - Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
  - Implements the organization's guiding principles and core values.
  - Performs other related job duties as assigned.

### **SUPERVISION**

This position has no supervisory responsibilities but may be required to supervise a small number of employees from time to time.

### **QUALIFICATIONS**

#### **Education and Experience:**

Bachelor's Degree in Management Information Systems or related field or equivalent; and three (3) years' progressively responsible experience in analysis, programming, or computer systems; or an equivalent combination of education and experience.

#### **Licenses or Certifications:**

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

### **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.

- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Ability to develop plans, policies, specifications, and programs continually.
- Ability to function independently as an expert in matters of specialized policy, analyses or complex technical systems.
- Knowledge of creating reports with Cognos, Crystal Reports, and SQL reporting services with data from utility database software.
- Knowledge of various computer platforms as adopted by the County.
- Knowledge of the object-oriented language and database infrastructure adopted by the County.
- Knowledge of local, wide, and wireless area networking fundamentals.
- Knowledge of and expertise in current systems and methodologies regarding relational database architecture, structure, and design.
- Knowledge of programming in current commonly used programming languages.
- Ability to plan, schedule, coordinate, and review the work of subordinate technicians.
- Ability to communicate effectively and tactfully with department officials and other administrative personnel.
- Ability to organize material, analyze information, and develop appropriate recommendations.
- Ability to initiate and implement administrative procedures and evaluate their effectiveness.
- Ability to plan and prioritize work and meet multiple deadlines.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

#### **PHYSICAL DEMANDS**

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. While performing the duties of this job, the employee will occasionally be required to stand, walk, stoop, kneel, crouch, or crawl and taste or smell; will regularly be required to talk or hear; and will frequently be required to sit, use hands to finger, handle, or feel, and reach with hands and arms.

#### **WORK ENVIRONMENT**

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions.

***Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.***

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor (or HR) Signature

\_\_\_\_\_  
Date

***E.O.E. Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.***