

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.

BUSINESS SYSTEMS ANALYST

Department: Information Technology
Pay Grade: 112
FLSA Status: Exempt
Job Class: 3502
Risk Code: 8810

JOB SUMMARY

Responsible for performing technical and analytical work by planning and developing system requirements or enhancements for users of the County's business systems. Evaluates present or proposed procedures with data to design and/or support computer-based solutions for business problems. Determines the feasibility of implementing new computer applications or upgrades, and obtains detailed specifications from users to determine specific information requirements.

ESSENTIAL JOB FUNCTIONS

- Reviews, analyzes, and evaluates business systems and user needs. Produces requirements and translates them into an effective design. Documents requirements and defines scope and objectives.
- Improves training and operational procedures within a business to increase efficiency and productivity.
- Confers with departmental officials for preliminary determination of program feasibility. Reviews existing procedures and business process and defines problem and technical capabilities. Prepares return on investment (ROI) analysis.
- Works with developers to design computer programs and recommend system protocols and controls to help the County run more effectively and efficiently.
- Provides technical oversight on application design and analysis, system installation and implementation, project scope, and design objectives.
- Supports the overall business and project plan by contributing to the research and analysis of assigned project deliverables and detailed specifications from which systems will be programmed and/or configured. Provides process and workflow analysis. Monitors project deliverables.
- Oversees the coordination of technical aspects, including the establishment of standards, interpreting and disseminating technical information, instituting proper recovery systems, and general application support of all projects.

- Facilitates testing of technology solutions including planning, error tracking and reporting, and customer signoffs.
- Develops plans to test and review new and modified applications to ensure they meet client specifications and needs, standards and guidelines, and efficiency requirements.
- Provides training to users on the proper usage of computers and associated applications.
- Develops data verification methods and establishes standards to establish operating procedures.
- Consults with supporting staff for the installation and modification of computer equipment and/or applications. Reviews equipment specifications and determines feasibility concerning data processing.
- Schedules workflow and develops programming techniques. Performs systems analysis and may code using current programming techniques and standards.
- Prepares detailed flowcharts, diagrams, and specifications from applicable programs. Coordinates between vendors/programmers and end users for all areas of County technology.
- Plans, coordinates, and oversees the implementation of several projects concurrently. Develops, implements, and monitors project schedules. Estimates required resources to complete tasks.
- Provides internal and external user support. Resolves all problems as assigned, makes recommendations, and reports any unresolved problems for resolution in a timely manner.
- May be required to work outside normal business hours, participate in an on-call rotation, have the ability to perform work remotely, respond to emergencies on a 24/7 basis, and carry a mobile phone
- 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 is responsible for functioning as a project lead worker for a small group. Reviews the work product of others. Provides guidance, advice, and assistance to others on work assignments.

QUALIFICATIONS

Education and Experience:

Associate's Degree in Information Technology, Computer Science, or related field; and one (1) year minimum, three (3) years' preferred, in a progressively responsible experience in systems administration and analysis in a diverse enterprise computing environment; 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. Must successfully pass a Criminal Justice Information Services (CJIS) background check and maintain a current CJIS Level 4 Security Awareness Certification. These requirements exist at the time of hire and as a condition of continued employment

May be required to acquire and maintain professional certification(s) related to the technology and applications used by the organization.

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.
- Expert 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 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 is regularly required to walk, talk, see, and hear. The employee is occasionally required to stand and frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms. Some movements of the hands, arms and wrists may involve repetitive motion. Specific vision abilities required by this include close vision, distance vision, color vision, depth perception and ability to adjust focus.

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.

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.