



## **Business Analyst**

**Category:** Exempt  
**Pay Grade:** 150  
**Job Code:** 18830

*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.*

### **JOB SUMMARY**

Performs 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.

### **ESSENTIAL JOB FUNCTIONS (examples, 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 other related job duties as assigned.

### **QUALIFICATIONS**

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

Six (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 four (4) years' experience as described above; or Bachelor's degree and two (2) years' experience as described above; or an equivalent combination of education, training, and/or experience.

**Special Qualifications (May be required depending on area of assignment):**

- 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.

**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.

**PHYSICAL/MENTAL 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. Additionally, the following physical abilities are required:

- **Balancing:** Maintaining body equilibrium to prevent falling while walking, standing or crouching on narrow, slippery, or erratically moving surfaces. The amount of balancing exceeds that needed for ordinary locomotion and maintenance of body equilibrium.
- **Feeling:** Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- **Fingering:** Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- **Grasping:** Applying pressure to an object with the fingers and palm.
- **Handling:** Picking, holding, or otherwise working, primarily with the whole hand.
- **Hearing:** Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- **Mental acuity:** Ability to make rational decisions through sound logic and deductive processes.
- **Reaching:** Extending hand(s) and arm(s) in any direction.
- **Repetitive motion:** Substantial movements (motions) of the wrist, hands, and/or fingers.
- **Speaking:** Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- **Talking:** Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- **Visual acuity:** Have close visual acuity such as color differentiation, depth perception, and adequate field vision.

- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

**WORKING CONDITIONS**

Work is typically performed in a dynamic environment that requires sensitivity to changing goals, priorities, and needs.