



TECHNOLOGY SERVICES BUSINESS ANALYST

CLASS SUMMARY: The Technology Services Business Analyst is responsible for identifying and analyzing business challenges and opportunities with the objective of outlining options for addressing the needs of the assigned division or department through technical solutions. The position is a key point of direct engagement for Technology Services in working closely with business users.

CLASS CHARACTERISTICS: This position is an integral part of the Technology Services work group, providing a business analyst perspective to the complex technology environment and serves as a key partner in the relationship with and direct communication between Technology Services and County Departments. The TS Business Analyst must exercise a breadth of scope and perspective which encompasses both operational aspects of the TS environment and the strategic objectives of our customers. The position identifies customer business challenges and opportunities, and develops options for technical solutions and continuous improvement. Positions in this classification interact effectively with and understand the needs of the business units assigned to and provide technical, operational, and functional consultation for effective business solutions.

SUPERVISION RECEIVED AND EXERCISED: Receives general direction from assigned management personnel and may receive functional and technical supervision from assigned professional personnel.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

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| | Practices industry standard Business Analysis methodologies consistent with those promoted by the International Institute of Business Analysis and detailed in the Business Analysis Body of Knowledge manual. This includes, and is not limited to: |
| 1. | Create and maintain analysis documentation, including business cases, stakeholder analysis, use cases, cost benefit analysis, business process and solution options. |
| 2. | Elicit and prioritize requirements in conjunction with business and technology teams. |
| 3. | Understand and utilize industry best practices such as Change Management, and Agile. |
| 4. | Interacts directly with customers. |
| 5. | Helps plan and coordinate technology projects. |
| 6. | Plans, organizes and produces technical or functional documentation and procedures. |

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7.	Helps coordinate and plan technical work needed to support the customer.
8.	Researches and recommends products and services for technology solutions.
9.	Gathers facts, discusses proposals, implements procedures and produces functional descriptions of new software and hardware systems.
10.	Evaluates and documents systems and system components.
11.	Works in conjunction with technology teams to vet solution options.
12.	Conveys technical and security standards to customers.
13.	Provides training to users.
14.	Other duties as assigned.

Knowledge of (position requirements at entry):

- Customer service practices.
- Information analysis and data modeling techniques.
- Computer operations, procedures and operating systems.
- Computer applications and hardware and software technologies.
- Technical documentation procedures.
- Data management techniques and concepts.
- Project management principles, processes, and techniques.
- Techniques for facilitating group processes including meetings and electronic collaboration.

Ability to (position requirements at entry):

- Convey technical information simply and clearly, both verbally and in writing.
- Establish and maintain effective working relationships including building effective teams.
- Speak effectively in public to groups or individuals.
- Evaluate, recommend and implement vendor developed software systems.
- Understand organizational goals and objectives and perform assigned work to meet those goals and objectives.
- Maintain awareness of current technology and future technological trends.
- Effectively facilitate meetings.

Training and Experience (positions in this class typically require):

Training

- Equivalent to a Bachelor's degree from an accredited college or university with major coursework in Computer Information Systems, Computer Science, Project Management, Business Information Systems, Business Administration, Management, Public Administration or a related field.
- Possess an IIBA certification or must be able to attain IIBA Entry certification within the first 12 months of employment

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Experience

- Four years of professional business or technology experience that demonstrate increased responsibility leveraging technology for business outcomes, or an equivalent combination of experience and training that will demonstrate the required knowledge and abilities.

Security Clearance

- As a condition of employment, these positions require a criminal background investigation and a security clearance as required by State or Federal regulatory requirements.

Licensing Requirements (positions in this class may require):

If required to drive, must be in possession of a valid driver's license at time of application, and a valid Oregon Driver's license by the time of appointment.

NOTE: This position is represented by AFSCME Local 2831.

Classification History:

Established per Board Order 20-07-07-04.

FLSA Status: Exempt