

ARAPAHOE COUNTY POSITION DESCRIPTION

TITLE: Business Systems Analyst	GRADE: A07
DEPT: Information Technology	DIVISION: Applications
JOB CODE: ABSA07	FLSA STATUS: Exempt
	DATE: 08/07/2006

GENERAL STATEMENT OF DUTIES:

This position requires knowledge in both Project Management and Business Systems Analysis. Plans, executes and finalizes projects according to strict deadlines within scope and budget. This includes acquiring resources and coordinating the efforts of team members and third-party contractors or consultants in order to deliver projects according to plan. The Business Systems Analyst will also define the project's objectives and oversee quality control throughout its life cycle.

This position will plan, design develop and launch efficient business and operation systems in support of core organizational functions and business processes. This includes gathering and analyzing data in support of business cases, proposed projects, and systems requirements. The Business Systems Analyst is also responsible for generating and compiling reports based on their findings, complete with business cases and possible solutions to systems issues. This position requires the ability to apply proven communication, analytical, and problem-solving skills to help maximize the benefit of IT system investments.

SUPERVISION RECEIVED

Works under general supervision from an IT Section Supervisor or IT Manager.

SUPERVISION EXERCISED

This position may supervise or direct other members of a project team, including Information Technology staff and contractors. They also provide instruction and guidance to other personnel.

DISTINGUISHING FEATURES

The Project Management Analyst works alone or as part of a project team. They may lead project teams or perform specific roles under another's direction. This position requires strong written and verbal communication skills, functioning as liaisons between various user departments, Information Technology staff, contractors, and vendors. They must be experienced in all aspects of business analysis and project management with and understanding of information systems development, implementation and maintenance. They must be able to implement and follow processes, complete thorough documentation, identify and handle minor

conflicts and identify escalation requirements in a timely fashion. They must stay abreast of evolving technology as well as contemporary business practices and trends.

EXAMPLES OF DUTIES

The following duty statements are illustrative of the essential functions of the job and do not include other non-essential or marginal duties that may be required. The County reserves the right to modify or change the duties or essential functions of this job at any time.

- Direct and manage project development from beginning to end.
- Define project scope, goals and deliverables that support business goals in collaboration with senior management and stakeholders.
- Develop full-scale project plans and associated communications documents.
- Effectively communicate project expectations to team members and stakeholders in a timely and clear fashion.
- Liaise with project stakeholders on an ongoing basis.
- Estimate the resources and participants needed to achieve project goals.
- Draft and submit budget proposals, and recommend subsequent budget changes where necessary.
- Where required, negotiate with other department managers for the acquisition of required personnel from within the county.
- Set and continually manage project expectations with team members and other stakeholders.
- Delegate tasks and responsibilities to appropriate personnel.
- Identify and resolve issues and conflicts within the project team.
- Identify and manage project dependencies and critical path.
- Plan and schedule project timelines and milestones using appropriate tools.
- Track project milestones and deliverables.
- Develop and deliver progress reports, proposals, requirements documentation and presentations.
- Determine the frequency and content of status reports from the project team, analyze results, and troubleshoot problem areas.

- Proactively manage changes in project scope, identify potential crises, and devise contingency plans.
- Define project success criteria and disseminate them to involved parties throughout project life cycle.
- Coach, mentor and motivate project team members and contractors, and influence them to take positive action and accountability for their assigned work.
- Build, develop and grow any business relationships vital to the success of the projects.
- Conduct project post mortems and create a recommendations report in order to identify successful and unsuccessful project elements.
- Develop best practices and tools for project execution and management.
- Meet with decision makers, systems owners and end users to define business, financial and operations requirements and systems goals, and identify and resolve systems issues.
- Lead design sessions in prototyping new systems for the purpose of enhancing business processes, operations, and information process flow.
- Review and analyze the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging these systems.
- Prepare and deliver reports, recommendations, or alternatives that address existing and potential trouble areas in operating systems across the organization.
- Collaborate in the planning, design, development, and deployment of new applications and enhancements to existing applications.
- Create system design proposals.
- Perform cost-benefit and return on investment analyses for proposed systems to aid management in making implementation decisions.
- Ensure compatibility and interoperability of in-house computing systems.
- Create systems models, specifications, diagrams and charts to provide direction to system programmers.
- Identify and establish scope and parameters of systems analysis in order to define outcome criteria and measure-taking actions.

- Coordinate and perform in-depth tests, including end-user reviews, for modified and new systems, and other post-implementation support.
- Provide orientation and training to end users for all modified and new systems.
- Conduct research on software and hardware products to justify recommendations and to support purchasing efforts.
- Provide guidance and/or instruction to junior staff members.

REQUIRED KNOWLEDGE AND SKILL

- Proven experience in overseeing the design, development and implementation of software and hardware solutions, systems or products.
- Working knowledge of current network hardware, protocols and standards.
- Extensive practical knowledge in importing data for use in report software, spreadsheets, graphs and flow charts.
- Demonstrated project management skills.
- Strong analytical, mathematical and creative problem-solving skills
- Excellent understanding of the organization's goals and objectives.
- Strong written and oral communication skills.
- Excellent listening and interpersonal skills.
- Logical and efficient.
- Keen attention to detail
- Ability to conduct research into system products and requirements.
- Ability to communicate ideas in both technical and user-friendly language.
- Highly self motivated and directed.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Strong customer service orientation.

- Experience working in team-oriented, collaborative environment.
- Strong familiarity with project management software such as Enterprise Project Server.
- High-level understanding of programming languages, operating systems, platforms and a solid working knowledge of current Internet technologies.
- Proven experience with project management software, such as Project Server 2003.
- Demonstrated experience in personnel management.
- Ability to work both independently and in a team-oriented, collaborative environment is essential.
- Can conform to shifting priorities, demands and timelines through analytical and problem-solving capabilities.
- Reacts to project adjustments and alterations promptly and efficiently.
- Flexible during times of change.
- Ability to read communication styles of team members and contractors who come from a broad spectrum of disciplines.
- Persuasive, encouraging and motivating.
- Ability to elicit cooperation from a wide variety of sources, including upper management, clients, and other departments.
- Ability to defuse tension amount project team, should it arise.
- Ability to bring project to successful completion through political sensitivity.
- Adept at conducting research into project-related issues and products.
- Must be able to learn, understand, and apply new technologies.
- Ability to effectively prioritize and execute tasks in a high-pressure environment is crucial.
- High level of initiative and independence.

NECESSARY SPECIAL REQUIREMENTS

A valid Colorado driver's license and fingerprinting must be on file. Pre-employment testing includes an acceptable current motor vehicle report, background check, and polygraph exam.

EDUCATION AND EXPERIENCE

Bachelor's degree in Computer Information Systems or related fields, or equivalent experience may be substituted for degree.

Minimum of three (3) years' experience in an information systems environment or related field or any equivalent combination of education and experience that satisfy the requirements of the job. Must have systems analysis, design, integration, and implementation experience. Must have experience in software package implementation and systems integration. Must demonstrate the ability to manage complex projects involving multiple resources and extended timeframes.

COMPLEXITY/RESPONSIBILITY

Work in this position is characterized by working autonomously, originality in logical thinking, decision-making abilities, good interpersonal skills, and effective capacity for giving and receiving instruction and training. It requires considerable analysis of complex facts as well as the ability to assimilate and develop applications for specific needs.

SCOPE OF INTERPERSONAL CONTACTS

Contacts are multilevel, including Elected Officials, Upper Management, superiors, fellow workers, customers, and vendor's representatives. Information given and received is highly technical in nature. Contacts require the ability to exercise a considerable degree of interpersonal skills. Incumbent is accountable for the results of the contact.

WORK ENVIRONMENT

Work is generally confined to a standard office environment. Incumbent may be required to be on call occasionally to respond to emergency situations or for go-live of a project.

PHYSICAL DEMANDS

The following are some of the physical demands commonly associated with this position.

- Spends 50% of the time sitting and 50% either standing or walking.
- Occasionally lifts, carries, pushes, or pulls up to 25 lbs.
- Occasionally stoops, kneels, crouches, climbs, balances, crawls, and reaches while performing office duties.

- Oral and auditory capacity enabling interpersonal communication as well as communication through automated devices such as the telephone.
- Constant use of eye, hand, and finger coordination enabling the use of automated office machinery.
- Visual capacity enabling frequent use of computer equipment.

Occasionally: Activity exists less than $1/3$ of the time.

Frequently: Activity exists between $1/3$ and $2/3$ of the time.

Constantly: Activity exists more than $2/3$ of the time.