

FRANKLIN COUNTY AUDITOR'S OFFICE

An Equal Opportunity Employer

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POSITION DESCRIPTION

Position Title: Business Analyst
Dept./Div.: IT
Reports to: IT Manager
Civil Service Status: Classified

Pay Grade: 10 **Starting Salary:** \$64,394.18
Employment Status: Full-time
FLSA Status: Exempt
EEO Status: 03 – Technician

CLASS DESCRIPTION:

Under general supervision of the IT Manager, the Business Analyst is responsible for analyzing and supporting the business needs of clients and stakeholders, in addition to streamlining or reengineering processes, performing analysis of business processes inside of organization units and improving how it conducts its functions and activities in order to reduce overall costs and provide efficiencies through implementation of information technology solutions. The Business Analyst will manage all aspects of the project lifecycle, from specifications through testing and delivery for projects that are small to medium size, low risk, and/or have few cross-functional business areas affected.

QUALIFICATIONS:

An example of acceptable qualifications:
Possession of a Bachelor's degree from an accredited college or university in computer science, information management systems, or related discipline; three (3) or more years' experience as a business analyst with experience managing small projects; or any combination of training, education, or experience which provides the desired knowledge, skills, and abilities to perform the essential functions of this position.

LICENSURE OR CERTIFICATION REQUIREMENTS:

No licensure or certification required. Prefer Business Analyst Certification – IIBA-ECBA or IIBA-CCPA; Project Management Certificate is a plus.

EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive:

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

The employee has exposure to chemical compounds found in an office environment (e.g., toner, correction fluid, etc.); this is considered sedentary work and the employee must demonstrate the ability to perform the physical demands required of the position in accordance with the U.S. Department of Labor's physical demands strength ratings.

In cases of emergency, unpredictable situations, and/or department needs, this position may be required to lift, push, pull, and/or carry objects heavier than D.O.L. strength ratings recommend.

JOB DESCRIPTION AND WORKER

CHARACTERISTICS:

JOB DUTIES in order of importance

ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

- 25% (1) Act as a liaison between technology, line of business stakeholders, and vendors. Conduct meetings with clients and key stakeholders to gather requirements, analyze, and finalize required documentation (e.g. scope, diagrams, functional requirements, success criteria, user interface/experience mockups, etc).
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- 20% (2) Responsible for project and program management of projects that are small to medium size, low risk, and/or have few cross-functional business areas affected. and oversight of assigned tasks (e.g. project plans, schedule, etc). Manage the project and the project lifecycle, from specifications through testing and delivery. Communicate project status to team, stakeholders, and management as appropriate throughout the duration of the project.
- 20% (3) Administration and configuration of software programs; application user management; test and troubleshoot software patches and changes; identify or confirm issues and tracks thru resolution.
- 10% (4) Assist with content management, data quality, data preparation, forms, and reporting.
- 10% (5) Identify and recommend opportunities to streamline, automate, and/or optimize processes.
- 10% (6) Ensure department is well informed of changes and newsworthy events within the agency; effectively communicate relevant IT-related information; lend expertise and/or provide technical training; support and solicit input from team members at all levels within the organization.

OTHER DUTIES AND RESPONSIBILITIES:

- 5% (7) Other duties as assigned.

MINIMUM ACCEPTABLE CHARACTERISTICS: (*Indicates developed after employment)

Knowledge of: *County, Auditor, and Department goals and objectives; *County, Auditor, and Department policies and procedures; *personnel rules and regulations; government structure and process; office practices and procedures; *Ohio Revised Code (applicable Auditor's duties); office management; hardware/software; system analysis; application development; data security; smart devices; troubleshooting.

Skill in: computer operation; problem solving; critical thinking, communications; application development; data analysis.

Ability to: develop and maintain effective working relationships; manage projects; perform job safely; interpret a variety of instructions in written, oral, picture, or schedule form; exercise independent judgment and discretion; add, subtract, multiply, and divide whole numbers; calculate fractions, decimals, and percentages; define problems, collect data, establish facts and draw valid conclusions; maintain accurate records; prepare accurate and concise reports; sorts items into categories according to established methods; communicate effectively in oral and written form; maintain confidentiality; resolve escalated technological matters; travel to and gain access to worksite; understand technical manuals and/or verbal instructions; troubleshoot; be attentive to detail; meet deadlines and perform in a high pace environment.

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POSITION DIRECTLY SUPERVISED:

None.

This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent.
