



BOARD OF SUPERVISORS AGENDA ITEM REPORT

Requested Board Meeting Date: May 21, 2019

Title: Classification and Compensation Matters - New Classification Series

Introduction/Background:

A new job classification series was requested by the Chief Information Officer that more clearly identifies the duties and responsibilities of employees working with County Departments on business system solutions. Existing job classifications do not accurately reflect the duties/responsibilities or qualifications needed for these positions.

Discussion:

While the department has been able to function with the existing job classifications, the new classification series would enable the department to more accurately recruit for the positions and would allow a path for employee growth that would help with long term retention. The new classifications will also make the duties and responsibilities of the positions clear to both applicants and current employees.

Conclusion:

The proposed ITD - Business Systems Analyst job classification series will provide a more accurate description of the work assigned to positions and the qualifications necessary to be successful in these positions.

Recommendation:

It is recommended the following job classifications be approved for use within the County's classification system:

1. Class Code 4760, Class Title ITD - Business Systems Analyst, Salary Grade 54, Salary Range \$51,043 - \$76,628, EEO Code 2 (Professionals), FLSA Exempt (not paid overtime).
2. Class Code 4761, Class Title ITD - Business Systems Analyst - Senior, Salary Grade 60, Salary Range \$58,884 - 87,489, EEO Code 2 (Professionals), FLSA Code Exempt (not paid overtime).
3. Class Code 4762, Class Title ITD - Business Systems Analyst - Principal, Salary Grade 65, Salary Range \$66,372 - \$97,717, EEO Code 2 (Professionals), FLSA Code Exempt (not paid overtime).

Fiscal Impact:

The creation of the new job classification series has no immediate cost impact to the County as any additional costs incurred in hiring positions allocated to these classifications will be borne by the department from within its current budgets. Cost impact in future budget years will be planned for by the department through the County's normal budget process.

Board of Supervisor District:

☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☒ All

Department: Human Resources

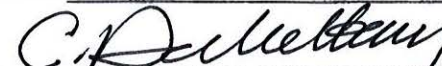
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Department Director Signature/Date:  5/8/19

Deputy County Administrator Signature/Date: _____

County Administrator Signature/Date:  5/8/19

Code: 4760

Title: ITD - BUSINESS SYSTEMS ANALYST

SUMMARY: Analyzes business processes and functions to identify opportunities for improvement and promote greater efficiency and effectiveness. This classification is distinguished from the ITD – Business Systems Analyst – Senior by its emphasis on single focus projects affecting a single user department.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Evaluates objectives to determine business process and system needs for a department's single focus project;

Documents processes, creates visual models and charts for clear understanding of business needs and project objectives;

Develops business case and cost/benefit analysis for proposed solutions of single focus projects;

Assists a team in developing solutions for business process that involve multiple departments and/or cross-functional platforms;

Assists in developing resolutions to project related communication and process issues;

Conducts meetings with client groups and prepares presentations on proposed solutions;

Develops written communications and documents related to business processes and solutions;

Conducts research of potential solutions, presents alternate solutions when needed and analyzes software and hardware requirements of proposed solutions;

Works with ITD management to determine scope of project and priorities, reports on project progress to both the department and ITD management;

Prepares test cases for evaluation and participates in User Acceptance Testing (UAT);

Coordinates the implementation of project solutions with affected departments and/or elected officials;

Performs data analysis, produces reports using SQL queries and performs systems administration such as installation and migration of software between servers.

KNOWLEDGE & SKILLS:

Knowledge of:

- office productivity, programming and email tools;
- principles and techniques of systems analysis and design;
- principles of systems thinking;
- business application software relevant to functional area;
- hardware and software evaluation;
- principles of data analysis;
- concepts and application of business intelligence, analytics and data warehousing;
- operating principles, capabilities & limitations of hardware, software and database systems;
- effective teamwork behaviors;
- industry security standards and procedures.

Skill in:

- written and verbal communications for business and technical audiences;
- operating as a member of a team;
- facilitation and elicitation practices for requirements gathering;
- problem-solving and troubleshooting;

- process analysis and optimization;
- documentation and specification;
- visual modeling;
- resolution of conflicting goals and objectives;
- application of project methodologies, such as Agile, Scrum, Kanban, etc.;
- understanding systems environment (server, database, web server, browser, and associated hardware);
- creating SQL queries and associated reports and visualizations.

MINIMUM QUALIFICATIONS:

High School diploma or equivalent and two years of experience in either computer hardware or software support, business analysis or data analysis.

(Relevant education, as defined by the appointing authority at the time of the recruitment, from an accredited college, university or technical trade school may be substituted.)

OTHER REQUIREMENTS:

Licenses and Certificates:

Some positions may require the Certified Business Analyst Professional (CBAP) certification at the time of appointment or within a specified timeframe. Some positions require a valid Arizona Class D driver license at the time of application. Failure to obtain/maintain required licensure/certifications shall be grounds for termination.

Special Notice Items: Some positions may require satisfactory completion of a personal background investigation, polygraph examination and/or pre-/post appointment drug-testing by law enforcement agencies due to the need for access to law enforcement, corrections or court facilities, property and associated confidential and sensitive information, documents, communications and data base systems.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Proposed May 2019

Code: 4761

Title: ITD - BUSINESS SYSTEMS ANALYST – SENIOR

SUMMARY: Analyzes business processes and functions to identify opportunities for improvement and promote greater efficiency and effectiveness. Identifies, analyzes and articulates required changes and translates the business unit's needs to departmental leadership and IT stakeholders. This classification is distinguished from the ITD – Business Systems Analyst by its emphasis on complex projects affecting multiple user departments and from the ITD – Business Systems Analyst – Principal which focuses on leading complex system architectural projects.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Evaluates the business objectives of multiple departments to determine business process and system solutions for complex projects that will affect multiples departments;

Creates complex process models that include flow charts, user interface mockups, prototypes, database definitions and test acceptance conditions to ensure a clear understanding of business needs and project objectives;

Develops business case and cost/benefit analysis for proposed solutions affecting multiple user departments;

Develops solutions as a member of a team for business processes that involve multiple departments and/or cross-functional platforms;

Works with project stakeholders to develop resolutions to complex project related communication and process issues;

Conducts meetings with client groups, department managers and elected officials to present proposed solutions, project status and resolve issues;

Develops written communications and technical documentation related to business processes and solutions;

Conducts research of potential solutions that affect multiple departments, presents alternate solutions to stakeholders when needed and analyzes software and hardware requirements of proposed solutions;

Works with ITD management to determine scope of project and priorities, reports on project progress to affected departments and ITD management;

Prepares test cases for evaluation, designs and participates in User Acceptance Testing (UAT);

Coordinates the implementation of project solutions with affected departments and/or elected officials;

Performs data analysis, produces complex reports using SQL queries and performs systems administration such as installation and migration of software between servers;

May provide training, mentorship and technical guidance to lower level ITD – Business Systems Analysts.

KNOWLEDGE & SKILLS:

Knowledge of:

- office productivity, programming and email tools;
- principles and techniques of systems analysis and design;
- principles of systems thinking;
- business application software relevant to functional area;
- hardware and software evaluation;
- principles of data analysis;
- concepts and application of business intelligence, analytics and data warehousing;
- operating principles, capabilities & limitations of hardware, software and database systems;

- effective teamwork behaviors;
- industry security standards and procedures.

Skill in:

- written and verbal communications for business and technical audiences;
- operating as a member of a team;
- facilitation and elicitation practices for requirements gathering;
- problem-solving and troubleshooting;
- process analysis and optimization;
- documentation and specification;
- visual modeling;
- resolution of conflicting goals and objectives;
- application of project methodologies, such as Agile, Scrum, Kanban, etc.;
- understanding systems environment (server, database, web server, browser, and associated hardware);
- creating complex SQL queries, associated reports and visualizations.

MINIMUM QUALIFICATIONS:

Four years of experience in business process analysis or computer hardware, software or database development, maintenance or testing. (Relevant education, as defined by the appointing authority at the time of the recruitment, from an accredited college, university or technical trade school may be substituted.)

OTHER REQUIREMENTS:

Licenses and Certificates:

Some positions may require the Certified Business Analyst Professional (CBAP) certification at the time of appointment or within a specified timeframe. Some positions require a valid Arizona Class D driver license at the time of application. Failure to obtain/maintain required licensure/certifications shall be grounds for termination.

Special Notice Items: Some positions may require satisfactory completion of a personal background investigation, polygraph examination and/or pre-/post appointment drug-testing by law enforcement agencies due to the need for access to law enforcement, corrections or court facilities, property and associated confidential and sensitive information, documents, communications and data base systems.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Proposed May 2019

Code: 4762

Title: ITD - BUSINESS SYSTEMS ANALYST – PRINCIPAL

SUMMARY: Analyzes business processes and functions to identify opportunities for improvement and promote greater efficiency and effectiveness. Identifies, analyzes and articulates required changes and translates the business unit's needs to departmental leadership and IT stakeholders. This classification is distinguished from the ITD – Business Systems Analyst – Senior by its focus on leading complex system architectural projects.

DUTIES/RESPONSIBILITIES: (Work assignments may vary depending on the department's needs and will be communicated to the applicant or incumbent by the supervisor.)

Leads complex projects developing and implementing solutions to process and systems related issues affecting multiple departments and cross-functional platforms;

Evaluates the business objectives of multiple departments to determine business process and cross-functional system solutions for complex projects;

Oversees the creation of complex process models that include flow charts, user interface mockups, prototypes, database definitions and test acceptance conditions to ensure a clear understanding of business needs and project objectives across affected departments;

Evaluates proposed systems and process solutions for gaps, conducts risk assessments and develops plans to mitigate potential issues;

Develops business case and cost/benefit analysis for proposed solutions affecting multiple user departments;

Conducts meetings with various client groups, department managers, county management and elected officials to present proposed solutions, project status and resolve issues;

Negotiates resolutions to complex project solution and process issues with stakeholders in multiple departments, elected officials and county management;

Develops clear and concise written communications and technical documentation related to business processes and solutions for stakeholders, department managers, county management or elected officials;

Conducts research of potential solutions that affect multiple departments and cross-functional platforms, presents alternate solutions to stakeholders when needed and analyzes software and hardware requirements of proposed solutions;

Works with ITD management to determine priorities among departments, scope of projects and deadlines, monitors and reports on project progress to departments and ITD management;

Prepares test cases for evaluation, designs and participates in User Acceptance Testing (UAT);

Coordinates the implementation of project solutions with affected departments and/or elected officials;

Provides written documentation of system functionality, test scripts, test results and user training material;

Performs data analysis, produces complex reports using SQL queries and performs systems administration such as installation and migration of software between servers;

May supervise and lead project teams;

Provides training, mentorship and technical guidance to lower level ITD – Business Systems Analysts.

KNOWLEDGE & SKILLS:

Knowledge of:

- office productivity, programming and email tools;
- principles and techniques of systems analysis and design;

- principles of systems thinking;
- business application software relevant to functional area;
- hardware and software evaluation;
- principles of data analysis;
- concepts and application of business intelligence, analytics and data warehousing;
- operating principles, capabilities & limitations of hardware, software and database systems;
- effective teamwork behaviors;
- industry security standards and procedures.

Skill in:

- written and verbal communications for business and technical audiences;
- operating as a member of a team;
- facilitation and elicitation practices for requirements gathering;
- problem-solving and troubleshooting;
- process analysis and optimization;
- documentation and specification;
- visual modeling;
- resolution of conflicting goals and objectives;
- application of project methodologies, such as Agile, Scrum, Kanban, etc.;
- understanding systems environment (server, database, web server, browser, and associated hardware);
- creating complex SQL queries, associated reports and visualizations.

MINIMUM QUALIFICATIONS:

Eight years of experience in business process analysis or computer hardware, software or database development, maintenance or testing. (Relevant education, as defined by the appointing authority at the time of recruitment, from an accredited college, university or technical trade school may be substituted.)

OTHER REQUIREMENTS:

Licenses and Certificates:

Some positions may require the Certified Business Analyst Professional (CBAP) certification at the time of appointment or within a specified timeframe. Some positions require a valid Arizona Class D driver license at the time of application. Failure to obtain/maintain required licensure/certifications shall be grounds for termination.

Special Notice Items: Some positions may require satisfactory completion of a personal background investigation, polygraph examination and/or pre-/post appointment drug-testing by law enforcement agencies due to the need for access to law enforcement, corrections or court facilities, property and associated confidential and sensitive information, documents, communications and data base systems.

Physical/Sensory Requirements: Physical and sensory abilities will be determined by position.

This class specification is intended to indicate the basic nature of positions allocated to the class and examples of typical duties that may be assigned. It does not imply that all positions within the class perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

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