



BOARD OF SUPERVISORS AGENDA ITEM REPORT

Requested Board Meeting Date: December 03, 2019

Title: Compensation and Classification Matters - New Classification Series

Introduction/Background:

A new job classification series was requested by the Director of the Analytics and Data Governance Office for the specialized and growing field of business intelligence and data analytics in response to the County's need for a comprehensive data strategy. The new job classification series will more accurately identify the duties and responsibilities of employees focusing on business intelligence and data analytics work. The current job classifications used for these roles are Information Technology Department (ITD) job classifications that are more specific to information technology processes/work.

Discussion:

Analytics and Data Governance Office has been able to function using the ITD job classifications, however the new job series will allow the department to more accurately define the different roles of business intelligence and data analytics which should enhance their ability to recruit for positions and provide a clearer path for employee growth and development. The new job classifications will make the duties and responsibilities of the positions clearer to both applicants and current employees.

Conclusion:

The proposed Business Intelligence job classification series will provide a more accurate description of the work assigned to positions within the Analytics and Data Governance Office and the requisite 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:

Class code 1396, Class Title Business Intelligence Analyst, Salary Grade 58, Salary Range \$57,241 - \$85,176, EEO Code 2 (Professional), FLSA Code Exempt (not paid overtime)

Class code 1397, Class Title Business Intelligence Analyst - Senior, Salary Grade 64, Salary Range \$66,081 - \$98,322, EEO Code 2 (Professional), FLSA Code Exempt (not paid overtime)

Class code 1398, Class Title Business Intelligence Analyst - Principal, Salary Grade 69, Salary Range \$73,819 - \$110,822, EEO Code 2 (Professional), FLSA Code Exempt (not paid overtime)

Fiscal Impact:

The creation of these new classifications 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

Telephone: 724-2732

Contact: Colin Smith

Telephone: 724-8111

Department Director Signature/Date:

[Signature] 11/18/19

Deputy County Administrator Signature/Date:

[Signature] 11/18/2019

County Administrator Signature/Date:

C. Duckert 11/18/19

Code: 1396

Title: BUSINESS INTELLIGENCE ANALYST

SUMMARY: Works closely with business units to analyze, document and design solutions for data analysis, interpretation and reporting. Responsible for providing data that is accurate, congruent and reliable, ensures the information is easily available to user departments for analysis or integration with other systems. The Business Intelligence Analyst is the entry level classification of the series and is distinguished from the Business Intelligence Analyst-Senior by its focus on process oriented tasks.

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

Acts as the subject matter expert on reporting tools and data analysis, makes recommendations on process changes;

Provides data analysis and reporting solutions support for assigned departments;

Works on data analysis tasks within one or more functional areas independently or as part of a team;

Works with internal and external customers and Analytics and Data Governance partners to gather and validate requirements;

Develops and writes business requirements for identified data analysis and reporting solutions;

Creates and maintains a variety of reports, data queries, scripts, workflow and automated tasks using structured query language and various database management tools;

May identify and analyze commonly used queries and reports to determine if currently available solutions are applicable;

Researches department reporting problems and assists in the creation of models to help analyze department reporting needs;

Develops, executes, and documents user test plans;

Coordinates and performs quality control testing of new or updated software and processes, helps resolve issues based on test results;

Verifies the collected data is within required quality standards;

May maintain the quality of metadata repository/data dictionary by adding, modifying, and deleting data;

Creates data quality tickets and ensures they are resolved in a timely manner;

Assists in the development and presentation of end-user training materials;

May train and assist clients in the use of the business intelligence solutions.

KNOWLEDGE & SKILLS:

Knowledge of:

- software development and applications programming;
- principles and techniques of systems analysis and design;
- development and maintenance of data communications, security and privacy measures;
- principles of database design, data warehousing, data modeling and data mining;
- reporting tools such as Crystal Reports, Web Intelligence or SSRS;
- effective teamwork behaviors.

Skill in:

- working within the Agile sprint methodology;
- using Microsoft Excel (lookups, formulas, pivots, macros);
- writing SQL statements to analyze data: joining, filtering, aggregating;

- writing procedures and work instructions;
- communicating with internal and external customers through written, verbal, interpersonal and management presentation;
- operating as an effective member of a team;
- employing quality skill sets and diagnostic tools;
- problem solving and resolution techniques;
- employing diagnostic, analytical and conceptual skills with detailed orientation;
- gathering requirements, analyzing business problems, automating business processes and implementing application solutions;
- visual design using SAP Lumira, Tableau or Power BI.

MINIMUM QUALIFICATIONS:

A Bachelor's degree from an accredited college, university or technical trade school with a major in computer science, computer engineering, management information systems (MIS), or a closely related field as determined by the appointing authority at the time of recruitment.

(Relevant experience and/or education from an accredited college, university or technical trade school may be substituted.)

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions require a valid Arizona Class D driver license at the time of application. Failure to obtain/maintain required licensure 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 classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Code: 1397

Title: BUSINESS INTELLIGENCE ANALYST - SENIOR

SUMMARY: Works closely with business units to analyze, document and design solutions for data analysis, interpretation and reporting. Responsible for providing data that is accurate, congruent and reliable, ensures the information is easily available to user departments for analysis or integration with other systems. The Business Intelligence Analyst-Senior is distinguished from the Business Intelligence Analyst by its focus on in depth data solutions and lead responsibilities.

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

Provides analytical support for the development of business intelligence solutions;
Works on complex, cross-functional business intelligence solutions affecting one or more departments;
Participates in multiple projects as team member, can act as the team lead when needed;
Works with internal and external customers and Analytics and Data Governance partners to develop and analyze business intelligence needs;
Interprets business requirements and determines data analysis solutions to meet department needs;
Designs analytics and custom reports that can potentially be used in multiple departments throughout the County;
Performs analysis for a wide range of requests using data from various platforms;
Researches business problems and creates data models that help analyze identified issues;
Provides direction for the planning, design, and execution of data analysis solutions;
Reviews test plans and monitors testing process to ensure that results meet the identified need;
Provides support to test teams and resolves issues identified by the test results;
Provides input to the development of quality metrics, standards, policies and procedures for the form, structure, and attributes of the Business Intelligence tools and systems;
Creates data quality tickets, as needed and ensures timely resolution;
Researches tools, software frameworks and mechanisms for data analytics, interfaces with vendors to keep abreast of new technologies;
Ensure the proposed business intelligence solutions adhere to current County standards;
Designs and delivers end-user training and training materials;
Provides guidance, training, and problem solving assistance to other team members.

KNOWLEDGE & SKILLS:

Knowledge of:

- software development and applications programming applicable to area of assignment;
- principles and techniques of systems analysis and design;
- development and maintenance of data communications, security and privacy measures;
- principles of database design, data warehousing, data modeling and data mining;
- effective teamwork behaviors.

Skill in:

- using Microsoft Excel (lookups, formulas, pivots, macros);
- writing SQL statements to analyze data: joining, filtering, aggregating;
- working within the Agile sprint methodology;
- written, verbal, interpersonal and management presentation communications;

- operating as an effective member of a team;
- writing procedures and work instructions;
- employing quality skill sets and diagnostic tools;
- problem solving and conflict resolution;
- understanding client applications and business requirements and concepts;
- employing diagnostic, analytical and conceptual skills with detailed orientation;
- gathering requirements, analyzing business problems, automating business processes and implementing application solutions;
- using BI tools such as SAP BO, Lumira, Tableau or Power BI;
- using reporting tools such as Crystal Reports, Web Intelligence or SSRS.

MINIMUM QUALIFICATIONS:

A Bachelor's degree from an accredited college, university or technical trade school with a major in computer science, computer engineering, management information systems (MIS), or a closely related field as determined by the appointing authority at the time of recruitment and five years of business analysis or related technical experience.

(Relevant experience and/or education from an accredited college, university or technical trade school may be substituted.)

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions require a valid Arizona Class D driver license at the time of application. Failure to obtain/maintain required licensure 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 classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Code: 1398

Title: BUSINESS INTELLIGENCE ANALYST – PRINCIPAL

SUMMARY: Works closely with business units to analyze, document and design solutions for data analysis, interpretation and reporting. Responsible for providing data that is accurate, congruent and reliable, ensures the information is easily available to user departments for analysis or integration with other systems. The Business Intelligence Analyst – Principal is distinguished from the Business Intelligence Analyst – Senior by its focus on the management of the data analysis process.

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

Directs, organizes, and leads projects in the implementation of new data analysis and reporting solutions; Works on complex, cross functional, and enterprise system data analysis and business intelligence solutions;

Leads and participates in work stream planning process including inception, technical design, development, testing and delivery of business intelligence solutions;

Develops work plans and reviews work plans developed by analysts to ensure realistic project timelines and manages workflows to meet proposed timeframes;

Participates in project management estimation process;

Evaluates internal and external customers' needs and abilities in order to provide appropriate solutions;

Provides input to business requirements for the design of solutions;

Identifies and provides input regarding new technology opportunities that will potentially have an impact on enterprise systems;

Advises management on how BI (processes, practices and technologies) plays a critical role in improving business management and optimization;

Conducts high level analysis of department data to discover patterns, meaningful relationships, anomalies and trends;

Develops and designs County-wide analytics and custom reports;

May perform analysis for a wide range of informational requests using data in different formats and from various platforms;

Researches business unit data analysis and reporting problems and creates models that help analyze these issues;

Work with Business Systems Analysts and IT department developers/personnel to ensure that business unit data requirements are met;

Develops best practices for report deployments;

Leads or provides direction for the planning, designing, and execution of user testing efforts;

Oversees the implementation (i.e., testing, issues resolution) of new business intelligence solutions or modifications;

Analyzes testing results to ensure the solution meets the needs of the business;

Provides support to test teams;

Advises on the selection of tools, frameworks and mechanisms for data analytics;

Aligns business intelligence capabilities with strategic initiatives;

Stays abreast of BI products/tools and of business strategies and direction;

Adheres to current standards and stays informed of new business intelligence strategies;

Recommends standards, policies and procedures for the form, structure, and attributes of the business intelligence tools and systems;

Designs and delivers end-user training and training materials;

Trains users to transform data into action oriented information and to use that information correctly;
Provides guidance, training, and problem solving assistance to other team members.

KNOWLEDGE & SKILLS:

Knowledge of:

- software development and applications programming applicable to area of assignment;
- principles and techniques of systems analysis and design;
- development and maintenance of data communications, security and privacy measures;
- principles of database design, data warehousing, data modeling and data mining;
- effective teamwork behaviors.

Skill in:

- using Microsoft Excel (lookups, formulas, pivots, macros);
- writing SQL statements to analyze data: joining, filtering, aggregating;
- working within the Agile sprint methodology;
- written, verbal, interpersonal and management presentation communications;
- operating as an effective member of a team;
- writing procedures and work instructions;
- employing quality skill sets and diagnostic tools;
- problem solving and conflict resolution;
- understanding client applications and business requirements and concepts;
- employing diagnostic, analytical and conceptual skills with detailed orientation;
- gathering requirements, analyzing business problems, automating business processes and implementing application solutions;
- using BI tools such as SAP BO, Lumira, Tableau or Power BI;
- using reporting tools such as Crystal Reports, Web Intelligence or SSRS.

MINIMUM QUALIFICATIONS:

A Bachelor's degree from an accredited college, university or technical trade school with a major in computer science, computer engineering, management information systems (MIS), or a closely related field as determined by the appointing authority at the time of recruitment and seven years of business analysis or related technical experience.

(Relevant experience and/or education from an accredited college, university or technical trade school may be substituted.)

OTHER REQUIREMENTS:

Licenses and Certificates: Some positions require a valid Arizona Class D driver license at the time of application or prior to completion of initial/promotional probation. 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 classification specification is intended to indicate the basic nature of positions allocated to the classification and examples of typical duties that may be assigned. It does not imply that all positions within the classification perform all of the duties listed, nor does it necessarily list all possible duties that may be assigned.

Pima County

November 2019

Date: October 25, 2019

To: Ellen Moulton, Director
Analytics & Data Governance

From: Cathy Bohlend, Director
Human Resources

Re: Proposed New Job Classifications – Business Intelligence Analyst Series

The Classification and Compensation team has reviewed the additional information you provided for the Business Intelligence Analyst job classification series, conducted additional research and review of similar jobs/classifications in other agencies and has revised our initial grade/salary range recommendation. Based on this additional information, we are now recommending the following grade/salary ranges:

PROPOSED NEW JOB CLASSIFICATIONS WITH GRADE/RANGE RECOMMENDATIONS:

Class Code	Job Classification Title	Salary Grade/Range	Overtime Status
1396	Business Intelligence Analyst	58 (\$57,241 - \$85,176)	E*
1397	Business Intelligence Analyst – Senior	64 (\$66,081 - \$98,322)	E*
1398	Business Intelligence Analyst – Principal	69 (\$73,819 - \$110,822)	E*

*Exempt – Not paid overtime

If you concur with the proposed new job classifications and grade recommendations, please sign below and return this document as soon as possible, to the Classification/Compensation Division of Human Resources. If you have any questions regarding this matter, please contact Tracy Bissell, Human Resources Supervisor at 724-8467.

I concur with the proposed new job classifications and grade/salary range recommendations.

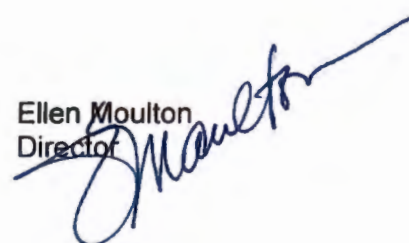
Signature: 

Date: 11/1/19

Attachments: Three Proposed New Job Classifications – Business Intelligence Analyst Series

To: Cathy Bohland
Director, Human Resources

From: Ellen Moulton
Director



Date: June 6, 2019

Re: Request for New Classifications

In January 2018, Mr. Huckelberry created the Analytics & Data Governance Office in response to the County's need for a comprehensive data strategy. This Office bears the responsibility for County-wide leadership for governing the County's data and information assets to ensure the availability of data for making decisions that support the mission, goals and strategic priorities of County management as a whole and for individual departments.

At the inception of this Office, it was determined that I would use existing job classifications from Finance & Risk Management and ITD. During the past 16 months, I have determined the existing job classification, 4745 – IT Application Analyst does not focus on business intelligence and data analytics enough to meet our needs. The area of business intelligence and data analytics is a specialized and growing field within the information technology area. I believe it is different enough from the IT Application Analyst or ITD Business Analyst to warrant its own classification. I have discussed this with Dan Hunt, Director of ITD, and he agrees that a separate analyst category would be appropriate.

I have drafted three (3) job descriptions that would create a ladder for advancement within the department. (Attached) These job descriptions are differentiated by years of experience and increasingly complex responsibilities. I believe the Level I position, with a BS degree and no experience, should start in the high \$50,000's with each increasing level moving up approximately \$10,000.

I look forward to working with you as you review my request.

Attachments