

BUSINESS ANALYST

DISTINGUISHING FEATURES OF THE CLASS: This is technical work involving responsibility for the oversight of computer systems and technology development. The incumbent meets with users, vendors and technical staff to develop enhancement requests, determine needs, and resolve system problems. Direct supervision is provided by a higher-level administrator. Supervision over others is not a requirement. Does related work as required.

TYPICAL WORK ACTIVITIES: (Illustrative only)

Reports, analyzes, tracks, resolves and documents system problems with input from users, vendors and technical support staff;
 Designs and develops reports as needed to meet user needs;
 Assists users with application training, implementation and documentation of new or improved processes;
 Develops and manages databases, associated software and user access rights;
 Participates in user application meetings, user and vendor training sessions, list serves and user groups;
 Monitors vendors' announcements, submits enhancement requests and informs the users of upcoming changes;
 Assists users with testing new or updated software;
 Oversees application software upgrades;
 Works closely with project managers and users during system conversions and new implementations to develop workflows, procedures, project schedules, data conversion software and test plans;
 Assists with application and system documentations;
 Reformats data as needed to enable system interfaces;
 Assists with the development and review of requests for new system acquisitions (RFP's), upgrades, or replacements;
 Assists with application software installs as needed.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Thorough knowledge of computer systems and computer technology; good knowledge of logical operations of computers and systems software; working knowledge of data processing methodology and techniques; working knowledge of database tools, management and techniques; working knowledge of application training system implementation and process improvement; ability to establish and maintain effective working relationships with vendors, customers and co-workers; ability to communicate to both technical and user communities; ability to work as part of a team and assume a leadership role; initiative; patience; dependability; good judgment; physical condition commensurate with the demands of the position.

QUALIFICATIONS:

County Values: All employees of Ontario County are expected to uphold and exhibit the County's shared values and behaviors to achieve the County's Vision and Mission.

MINIMUM QUALIFICATIONS: EITHER:

1. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's Degree, or higher, in Computer Science, Computer Technology, Data Processing, Management Information Systems AND four (4) years full-time, paid experience, or its part-time equivalent, in business or systems analysis; OR

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MINIMUM QUALIFICATIONS: (Continued)

2. Graduation from a regionally accredited college or university with an Associate's Degree in Computer Science, Computer Technology, Data Processing, Management Information Systems AND six (6) years full-time, paid experience, or its part-time equivalent, as described in (1) above; OR
3. Graduation from high school or possession of a high school equivalency diploma AND eight (8) years full-time, paid experience, or its part-time equivalent, as described in (1) above; OR
4. An equivalent combination of experience and training as defined by the limits of (1), (2) and (3) above.

APPROVED: JUNE 25, 2010

REVISED: FEBRUARY 1, 2021

CIVIL SERVICE CLASSIFICATION: COMPETITIVE