

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 1802

TITLE: BUSINESS ANALYST II

GRADE: S-24

DEFINITION:

Under general supervision, assesses a user organization's information technology needs, researches the capability of various systems, potential upgrades, or new systems as they relate to business processes; maintains agency IT asset inventories, evaluates the efficiency and effectiveness of current processing (IT or business specialty) and recommends enhancements or coordinates resolution of problems; develops general guidelines and policies for the development and regulation of organizational data automation; coordinates acceptance testing and develops and conducts user training; coordinates efforts with all concerned parties and with the appropriate information technology staff; serves as IT security coordinator; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

This is journey level or full functioning business analyst work. It is distinguished from the Business Analyst I, which provides direct support for PC systems and office applications, and first-level support for a user department's main systems, by the performance of more complex and varied tasks such as assessing an organization's IT needs and recommending enhancements/process changes related to their business operations. It is distinguished from the Business Analyst III in that the Business Analyst III serves as a lead administrator for a County-wide enterprise or interdepartmental system, investigating most complex system problems, and interacting with management or other governmental entities on system-related issues.

ILLUSTRATIVE DUTIES:

Analyzes business operations;
Studies, researches, and conducts cost/benefit studies evaluating existing or proposed systems;
Assists in the preparation of short- and long-range information technology plans;
Prepares performance measure reports;
Conducts discussions with agency representatives to review, evaluate, and analyze existing systems;
Defines problems and information processing requirements;
Recommends procedural and operating improvements;
Identify needed automation support;
Administers specialized departmental systems; performs day-to-day maintenance of systems;
Identifies and tests system enhancements;
Evaluates system performance and makes recommendations for increased efficiency;
Identifies business needs and business process improvements;
Represents the agency in new system implementation;
Participates in the evaluation of design elements;
Assists technical staff in developing and preparing system design documents;
Develops, conducts, and coordinates acceptance testing;

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Advises technical staff in designing systems outputs and formats;
Assists in determining causes of system problems and works with technical staff to determine appropriate corrective actions;
Acts as intermediary between users and technical staff to resolve problems;
Participates in developing user training manual;
Provides training to users;
Coordinates and oversees maintenance and inventory of agency hardware and software;
Works closely with agency IT technical staff;
Develops and provides technical briefings for staff on new services and system components;
provides technical support and training to users of installed software;
Attends training workshops, product demonstrations, conferences, and technical briefings;
Stays abreast of technology changes;
Provides assistance to other staff as needed;
Serves on committees and task forces and undertakes special projects as assigned.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of departmental operations, processes, and procedures;
Knowledge of capabilities of information technology software, hardware, and network communication technology;
Knowledge of the capabilities of various computer platforms functioning in centralized, distributed, client server, and stand alone environments;
Knowledge of effective processes, methods, techniques to analyze and evaluate business operations;
Ability to analyze and evaluate administrative processes and procedures for automation purposes;
Ability to conduct research into new information technology;
Ability to train employees in the use of hardware and software;
Ability to prepare user manuals;
Ability to translate technical terminology into terms understandable to management and employees;
Ability to establish and maintain effective business relationships.

EMPLOYMENT STANDARDS:

Any combination of education, experience and training equivalent to the following:
Possession of a bachelor's degree in business, computer science or a field related to the department where the IT services are being used: PLUS
Two years' of experience analyzing business processes and/or developing/maintaining the main business system, technical platform or a related system.

CERTIFICATES AND LICENSES REQUIRED:

None.

NECESSARY SPECIAL REQUIREMENTS:

Certain positions with financial responsibility within this class may be subject to criminal history record checks and/or credit checks as a condition of hiring and periodically thereafter, as determined by the department head. An applicant or employee may be required to submit a request for a criminal history record check and/or credit check to the appropriate agency.

Applicants and employees within these select positions must demonstrate financial responsibility in personal finances as a condition of employment.

REVISED: September 14, 2006
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