

CLASS SPECIFICATION
County of Fairfax, Virginia

CLASS CODE: 1804

TITLE: BUSINESS ANALYST IV

GRADE: S-29

DEFINITION:

Under general supervision, serves as the architect of business processes around complex technical systems; directs the alignment of technology solutions with business strategies; manages the key performance indicators for business processes and systems; provides input to department strategy to meet future information technology business needs; assesses impacts of automation and ensures continuity of agency operations; serves as lead software system administrator for multiple complex interdepartmental systems or inter-operating systems that reside on multiple platforms and interface with Federal and State systems; develops policies and processes ensuring compliance with Federal and State regulations outside of the County while coordinating internally with the Department of Information Technology, County agencies and all concerned parties; supervises IT staff involved in the systems development life cycle; and performs related work as required.

DISTINGUISHING CHARACTERISTICS OF THE CLASS:

This is management level business analyst work. Positions in the Business Analyst IV job class are distinguished from the Business Analyst III in that positions in the Business Analyst III class serve as the lead software system 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 whereas positions in the Business Analyst IV serve as lead administrator for multiple complex interdepartmental systems requiring interface with Federal and State systems outside of the County and across internal systems internally residing on multiple platforms, and supervise IT staff in the systems development life cycle.

ILLUSTRATIVE DUTIES:

Provides direction to align technology with organization's strategy, priorities, and business needs;
Serves as lead system administrator for multiple complex interdepartmental systems in multiple environments on a variety of platforms;
Develops the processes and policies to ensure compliance with Federal and State systems and regulations;
Serves as agency's point of contact to coordinate and funnel agency's needs and requests through Human Services' centralized IT Strategic Planning Group;
Oversees the evaluation and redesign of business processes to enhance business functionality and efficiency and to facilitate large-scale change;
Leads efforts to seek ways of applying new and existing technology to business processes, providing expertise on technical trends and external practices;
Manages the business process activities for the systems development life cycle for new and/or existing complex systems;

Manages the development, implementation, interoperability, quality assurance, and security of systems;

Identifies and maintains key performance measures for business processes associated with technical systems;

Manages workgroups that perform documentation of system requirements and specifications detailing user needs to be utilized by system technical support members;

Manages staff performing the functional testing process during solution implementation to ensure that they function correctly to serve user needs without compromising other system functions;

Determines appropriate system life cycle techniques and methods for implementation;

Supervises the delivery of training classes to user groups;

Evaluates, prioritizes, and educates others on the technical implications of requested changes and improvements on systems;

Brokers services with DIT and vendors on behalf of customers;

Coordinates multi-system solutions to clarify interdependencies so that systems interface seamlessly with each other;

Communicates with other IT functional areas to apprise them of project status, inform senior management of progress, and keep DIT's technology and service managers aware of user issues needing resolution;

Stays abreast of technology changes.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Advanced knowledge of methods, metrics, tools, and techniques of business process reengineering;

Advanced knowledge of the principles, methods and tools for conducting performance assessments of IT systems, change management theories, and their application in a business environment;

Advanced knowledge of procedures for developing technical and operational support documentation and tools for analyzing and developing test and evaluation procedures;

Advanced knowledge of principles, methods and techniques of information technology assessment;

Considerable knowledge of interdepartmental and/or County-wide processes, procedures, and requirements;

Considerable knowledge of the capabilities of information technology software, hardware, and network communication technology;

Considerable knowledge of the capabilities of various computer platforms functioning in centralized, distributed, client server, and stand-alone environments;

Considerable knowledge of effective processes, methods, techniques to analyze and evaluate business operations;

Considerable knowledge of effective project management methods, practices and techniques;

Knowledge of effective supervisory methods, practices, and techniques;

Ability to manage/administer multiple computer systems in a diverse computing environment;

Ability to work on problems of diverse scope where analysis requires a comprehensive

understanding of hardware/ software systems solutions;
Ability to manage both small and large long and short-term projects under project timeline and resources;
Ability to write computer program operating instructions;
Ability to write effectively, including technical writing;
Strong analytical and conceptual skills with a demonstrated track record in new concept development for various projects and complex technical plans;
Ability to understand how IT affects an organization and ability to link it to redesigned business processes; and
Ability to work cooperatively with technical staff and end users and establish and maintain relationships.

EMPLOYMENT STANDARDS:

Any combination of education, experience and training equivalent to the following:
Possession of a bachelor's degree in computer information systems, business administration, or related field: PLUS
Five years' experience in information systems and process redesign, managing and implementing all phases of the systems development life cycle including at least 1 year of supervisory experience.

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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