

SENIOR INFORMATION SERVICES BUSINESS ANALYST

Code No. 4-20-030
COMPETITIVE

DISTINGUISHING FEATURES OF THE CLASS: This is a senior-level professional position responsible for analyzing business procedures of user departments and to develop and implement information management systems, which are compatible with them. This position differs from the lower, Information Services Business Analyst, in that assignments received are more complex and encompass a larger scope such as an entire department. The employee works closely with user departments to develop an understanding of their business processes and goals. Demonstrated experience and/or training in the technology applicable to the assigned department is required prior to appointment to this position. The employee reports directly to, and works under general supervision of, a higher-level staff member. Does related work as required.

TYPICAL WORK ACTIVITIES: (All need not be performed in a given position. Other related activities may be performed although not listed.)

Assists user departments to develop an information management plan that augments their strategic plan;

Develops an understanding of the user departments' business processes and goals;

Develops flow charts and other documentation depicting workflow and possible re-engineering opportunities;

Conducts needs analysis, documents cost/benefit and defined user requirements for information management systems;

Prepares project plans and schedules, including detailed objectives, resources, tasks and work assignments;

Develops requests for proposals, leads vendor selection process, and negotiates contracts;

Researches and recommends computer solutions;

Manages project implementation;

Recommends and ensures appropriate training is available for users at all levels;

Assists users with budget preparation as related to information management systems needs;

Participates in testing of systems or software.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES, AND PERSONAL CHARACTERISTICS:

Thorough knowledge of the principles and techniques used in systems analysis and design, and related programming, testing, and implementation; good knowledge of the technology applicable to the user department to which assigned; good knowledge of database design and concepts; good knowledge of office procedures as related to the user department to which assigned; management skills; organizational skills; decision-making skills; ability to assist user departments to develop an information management plan in relation to their strategic plan; ability to understand user departments' needs and capabilities as related to information management systems; ability to develop requests for proposals; ability to assist in budget preparation in relation to the project to which assigned; ability to prepare project plans and schedules; ability to analyze office procedures and determine areas for improvements; ability to devise new methods for

departmental procedures as related to information management systems; ability to establish and maintain effective professional working relationships; ability to communicate effectively; good judgment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS: Graduation from high school or possession of an equivalency diploma, plus EITHER:

- (A) Graduation with a Master's degree, plus two (2) years paid full-time or its part-time equivalent experience in systems development and analysis, two (2) years of which must have involved defining user needs, suggesting solutions, and implementing systems using the technology applicable to the department assigned; OR,
- (B) Graduation with a Bachelor's degree, plus four (4) years paid full-time or its part-time equivalent experience in systems development and analysis, two (2) years of which must have involved defining user needs, suggesting solutions, and implementing systems using the technology applicable to the department assigned; OR,
- (C) Graduation with an Associate's degree, plus six (6) years paid full-time or its part-time equivalent experience in systems development and analysis, two (2) years of which must have involved defining user needs, suggesting solutions, and implementing systems using the technology applicable to the department assigned; OR,
- (D) Eight (8) years paid full-time or its part-time equivalent experience in systems development and analysis, two (2) years of which must have involved defining user needs, suggesting solutions, and implementing systems using the technology applicable to the department assigned; OR,
- (E) An equivalent combination of education and experience as defined by the limits of (A), (B), (C), and (D) above.

NOTE: Your degree must have been awarded by a college or university accredited by a regional, national, or specialized agency recognized as an accrediting agency by the U.S. Department of Education/U.S Secretary of Education. If your degree was awarded by an educational institution outside the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at <http://www.cs.ny.gov/jobseeker/degrees.cfm>. You must pay the required evaluation fee.

SPECIAL REQUIREMENT: If you are appointed, you will be required to possess a valid license to operate a motor vehicle in New York State or otherwise demonstrate your capacity to meet the transportation needs of the position.

Monroe County Civil Service Commission

ADOPTED: September 7, 1995

REVISED: June 6, 2024