



CLERK & COMPTROLLER, PALM BEACH COUNTY
CLASS DESCRIPTION

SHARON R. BOCK

Clerk & Comptroller

Palm Beach County

CLASSIFICATION TITLE: BUSINESS ANALYST, SENIOR- FINANCE SERVICES

GENERAL DESCRIPTION OF DUTIES

Under direction, the purpose of this position is to function as the lead coordinator for the analysis team. This position is responsible for professional, technical, and administrative work involving business systems (applications/programs), operations, production, business practices, workflow, organization research, analyzing work and workflows. The incumbent analyzes, evaluates, and recommends technical solutions to problems and participates in implementing, supporting and documenting technical and business systems. Additional duties may include user training, documentation, procedures, and report preparation. This position is also responsible for creating, planning and ensuring timely completion of projects, interacting with users and vendors, and troubleshooting problems.

SPECIFIC DUTIES AND RESPONSIBILITIES

EXAMPLES OF ESSENTIAL FUNCTIONS

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

Acts as the lead for a group of Business Analysts; consults with Analysts and assists with complex problem solving; provides input, guidance, and business expertise

Conducts project planning and implementation; monitors status of projects in relation to projected timetable; estimates timetable and presents project status updates to management; identifies problem trends and areas for improvement

Prioritizes and coordinates projects including cross-functional projects; actively participates and/or leads team in the accurate and timely completion of tasks and assignments

Coordinates and participates in problem resolution, particularly when the problem involves mission-critical areas

Assists with the development, documentation, and review of department policies and procedures

Develops and maintains written procedures, checklists, and related documentation relating to business analysis functions

Assists management in ensuring staff compliance with approved policies and procedures, business analysis best practices and applicable regulatory standards

BUSINESS ANALYST, SENIOR- FINANCE SERVICES

Consults and communicates with supervisor, finance staff, other departments, outside agency personnel, and other individuals to exchange information, provide technical expertise, identify and troubleshoot problems or give/receive advice/direction

Works collaboratively with and provides assistance to both internal and external auditors, i.e., responding to inquiries, providing relevant business analysis related data

Acts as subject matter expert to system users by relating business/functional requirements to system capabilities; acts as a functional technical coordinator for large projects; performs as liaison to other county agencies as necessary

Performs systems research, logic designs and minor programming; prepares system flow diagrams; develops record layouts; designs forms and specifications; develops system procedures; prepares computer programs; designs system enhancements

Collects and analyzes the project's business requirements and prepares accurate and detailed functional requirements specification documents, and user interface guides

Assists in new systems and/or system upgrade evaluation, planning, deployment, and support

Coordinates business units/groups responsible for testing, validating, and evaluating new or upgraded applications and functions, to determine issues in services and software; assists business units/groups in the design and execution of test scripts and scenarios

Creates and maintains user accounts; assigns applications to users while being mindful of and informing management of licensing requirements for the software requested

Plans and assists in implementation and enforcement of applicable security policies; documents and reports violations

Acts as the functional technical coordinator for projects that involve working with and knowledge of computer hardware and networking equipment

Prepares and justifies recommendations for new systems and procedures, or changes to existing systems and procedures

Reviews change and enhancement requests and works with stakeholders to determine and assign priorities

Monitors system and user performances and recommends changes to improve efficiency

Defines, analyzes and documents workflows; confers with project staff to outline work plan, to assign duties and responsibilities to ensure that business requirements will be met

Evaluates new technologies and methods in relation to existing systems; develops recommendations based on best business practices that provide alternatives, costs and time frames; presents findings and recommendations to management

Communicates with hardware/software vendors; provides information concerning problems, new products, or other issues

Prepares, completes or receives/reviews various forms, reports, correspondence, project plans, user/technical documentation, presentations, or other documents; processes, forwards or retains as appropriate

BUSINESS ANALYST, SENIOR- FINANCE SERVICES

Communicates with supervisor, employees, other departments, customers/users, technical personnel, vendors, outside agencies, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems

Maintains a working knowledge of a variety of computer operating systems and software programs associated with work activities, which may include word processing, spreadsheet, database, report generation, desktop publishing, presentation, communications, diagnostic, utilities, Internet, and email; maintains working knowledge of computer programs utilized by various Clerk & Comptroller and County departments performing Comptroller-related activities

Maintains an awareness of new products, technologies, trends, and advances in the profession; reads professional manuals and publications to increase knowledge of computer operations; attends internal user group meetings, conferences, workshops, and training sessions as appropriate

Maintains established organizational/departmental productivity standards

Safely and successfully performs essential job functions consistent with the ADA, FMLA and other federal, state and local standards, including meeting qualitative and/or quantitative productivity standards

Maintains reasonably regular, punctual attendance consistent with the ADA, FMLA, other federal, state and local standards and the organization's attendance policies and procedures

Comes to work and works the regular schedule and shift for the position

Complies with all personnel policies and procedures

FUNCTIONS SPECIFIC TO COMPUTER APPLICATIONS ADMINISTRATOR/ANALYST AREA

Employees assigned to the Computer Applications Administrator/Analyst Area may perform the essential functions as outlined above, as well as:

Manages enterprise software systems to support user needs; analyzes user requirements and defines specifications; plans, recommends, develops, tests and implements solutions and enhancements

Serves as a technical resource to system users, providing assistance and support of various enterprise software systems; troubleshoots and/or resolves questions and problems

Consults with management and staff to identify business needs and evaluate system impact; analyzes existing processes or procedures; provides input and suggestions including refining business requirements and alternative approaches

Researches and coordinates the application of upgrades, bundles, patches and fixes to existing hardware and software applications; monitors applications for efficiency and performance

Defines, creates, modifies and tests electronic interfaces between applications and/or systems

Develops user and technical documentation; writes and maintains records, reports and documentation on systems and software specifications and configuration

