

**CALAVERAS COUNTY  
BUSINESS ANALYST I/II**

**DEFINITION:**

Under general direction and supervision, perform specialized professional and technical duties. Incumbents in this class series oversee the administration and maintenance of a departmental computer system and to participate in the development of such a system; to provide technical assistance and guidance to the department and staff by supporting and coordinating tasks related to the department's automated system; and to train operators and users.

**DISTINGUISHING CHARACTERISTICS:**

Business Analyst I

This is the entry-level position in the Business Systems Analyst series. Applicants at this level possess moderate levels of technical systems skills and functional business knowledge. This position is responsible for the computer operation activities of an assigned department. It is utilized in County departments to provide assistance in the maintenance, development, and operation of the department's automated system. Incumbents in this position review and analyze work processes to assure that the systems and procedures used are efficient and effective. In addition, incumbents may also analyze, plan and install new systems and applications. This position will coordinate data processing activities with Technology Services, other departments, and outside agencies to assure productive utilization.

Business Analyst II

This is the mid-level position in the Business Systems Analyst series. The duties, knowledge and abilities are the same for the Business Systems Analyst II except that the work assigned is more complex and difficult. Applicants at this level require an in-depth and broader understanding of problem identification, analysis and resolution. Under minimum supervision and broad latitude for judgment, incumbents independently perform system configurations and modifications.

**EXAMPLES OF DUTIES: (Duties vary depending on assignment)**

- Coordinate, plan, oversee and participate in the day-to-day work activities associated with the maintenance and development of a departmental computer system and support staff.
- Participate in developing, implementing and coordinating operating policies and procedures related to the department's automated system.
- Consults with and advise staff and users on technical problems, legal and system requirements, and county policies and procedures that impact operation of the computer system.
- Solve system problems using available resources.
- Develop and implement quality controls to insure accuracy and consistency of data; prepare reports to management regarding the status of the system.
- Initiate, develop, and implement new programs for improving departmental operations and public service.

- Prepare cost estimates for equipment, including installation and maintenance support contracts.
- Establish user and system priorities; oversee system changes and special projects; establish system upgrade and preventive maintenance programs.
- Serve as the department's technical liaison with Technology Services, vendors, consultants, other departments and agencies.
- Monitor and ensure adequate system security.
- Acts as a liaison between departmental end-users, technical analysts and information technology analysts in the analysis, design, configuration, testing and maintenance of systems.
- Train staff on basic computing concepts and all departmental application programs.
- Coordinate, develop and participate in training programs; evaluate and provide training materials for users including on-line system help and tutorial programs.
- Perform related duties as assigned.

**SPECIAL REQUIREMENTS:**

Possession of an appropriate California driver's license issued by the State Department of Motor Vehicles.

**MINIMUM QUALIFICATIONS:**

**Knowledge of:**

Project management techniques; principles and techniques of effective training; terminology and administrative procedures of the assigned department; departmental system policies and procedures; network operating systems and applications; principles, practices, methods and techniques used in a broad scope of computer operations; securing data, retrieval and storage; highly technical network hardware and software configurations and implementation; procedures and methods for testing business functions; and principles and practices of producing effective project documentation.

**Ability To:**

Perform a variety of systems' maintenance/repairs; install, configure, and maintain PC's, network servers, printers, and collateral hardware; research technology, analyze and make effective recommendations to management; identify and correct errors and mistakes in applications and files; analyze, plan, and install new systems and applications; analyze situations accurately, make recommendations and take appropriate action; communicate effectively orally and in writing technical terminology into language understandable to department staff; work effectively in a diversified team; prepare and maintain clear concise and complete records and reports; and establish and maintain cooperative working relationship with employees, coworkers, managers and vendors.

**TRAINING AND EXPERIENCE:**

Business Analyst I

Any combination equivalent to experience and education or training that would likely provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

Equivalent to graduation from an accredited college or university with major course work in computer science, data processing, information processing or a closely related field AND two years of full-time experience in programming systems, production support and/or computer operations development experience in a governmental or business operation.

Business Analyst II

Any combination equivalent to experience and education or training that would likely provide the required knowledge, skills and abilities would be qualifying. A typical way to obtain the knowledge, skills and abilities would be:

Equivalent to graduation from an accredited college or university with major course work in computer science, data processing, information processing or a closely related field AND three years of full-time experience in programming systems, production support and/or computer operation development experience in a governmental or business operation.

**PHYSICAL DEMANDS AND WORKING CONDITIONS:**

Mobility to work in a standard office environment; use standard office equipment and attend off-site meetings; physical ability to sit or otherwise remain stationary at work post for long periods of time; manual dexterity to use standard office equipment and supplies and to manipulate both single sheets of paper and large document holders (binders, manuals, etc.); vision to read handwritten and printed materials and a computer screen; hearing and speech to communicate in person and by telephone.

**OTHER REQUIREMENTS:**

This class description lists the major duties and requirements of the job and is not all-inclusive. Not all duties are necessarily performed by each incumbent. Incumbents may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.

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