

Pinellas County Sheriff's Office

"Leading The Way For A Safer Pinellas"



BUSINESS ANALYST

JOB CODE: 30185

PAY GRADE: 26

PAY RANGE: \$75,468 - \$120,748

GENERAL DESCRIPTION

Under the general direction of a supervisor, the Business Analyst will identify, define, validate and document business workflow processes and requirements; in addition to facilitating general process improvement initiatives throughout the agency. The BA serves as a liaison by promoting communication and determining solution objectives that align with the agency's needs. A natural analytical way of thinking and the ability to explain concepts to non-technical users is a required skill needed in this role.

SUPERVISES OTHERS: NO

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Document current processes and models to understand inefficiencies or gaps;
- Use various techniques to understand agency requirements, such as interviews, workshops, surveys, site visits, and storyboards to improve processes via systems, software, and changes to existing processes;
- Develop an understanding of relevant agency areas to recommend improvements and build/revise detailed requirements;
- Lead ongoing reviews of business processes and develop optimization strategies;
- Conduct meetings and presentations to share ideas and findings;
- Shape process improvements by making recommendations and suggesting alternatives to proposed solutions;
- Translate conceptual user requirements into precise, detailed functional requirements.
- Work with bureaus and vendor delivery teams to prioritize requirements;
- Help resolve competing priorities between stakeholder groups by facilitating stakeholder discussions, and escalate issues where appropriate;
- Create and manage artifacts including process flow documents, scope documentation, and business case documentation, user stories, and traceability matrixes;
- Support delivery teams as they develop, test, and deploy solutions;
- Review delivery team output to ensure requirements are correctly interpreted;
- Ensure solutions meet business needs and requirements;

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- Assist with developing use case and test case scenarios for others to follow;
- Identify and streamline business processes;
- Document and assist with organizational change management to ensure optimum transition of projects or process improvement initiatives;
- Gain deep understanding of relevant agency areas to recommend solutions and build detailed requirements;

Regular and reliable attendance is required as an essential function of the position.

This position may be considered essential and in the event of an emergency or natural disaster, may be required to work.

This list is not intended to be all-inclusive, and you may not be responsible for every item listed. The employer reserves the right to assign additional functions and responsibilities as necessary.

QUALIFICATIONS

- Graduation from an accredited college or university with a Bachelor's degree in Business Administration, Public Administration or related field and 3 years of experience in business analysis or equivalent combination of education and experience.
- Preferred background in law enforcement, detention and corrections, and/or government.
- Business analysis certification CBAP or PBA is preferred.
- Experience with Lean Six Sigma techniques is preferred.

KNOWLEDGE, SKILLS, AND ABILITIES

- Experience determining the explicit and implicit needs and requirements of various stakeholders.
- Ability to quickly learn the objectives, structures, operations and policies of a new business area.
- Strong problem resolution, negotiation, and influencing skills.
- Strong systems thinking ability to identify impacts to people, processes, and technology.
- Demonstrated ability to engage both developers and business partners to achieve target outcomes.
- Proven interpersonal skills and an ability to influence senior leaders and peers.
- Demonstrated ability to communicate complex technical information in a condensed manner to various stakeholders verbally and in writing.

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- Experience creating documentation such as business requirements summaries, business case documentation, and complex workflow diagrams.
- Adaptability and a willingness to learn new skills.

PHYSICAL ABILITIES

The physical abilities listed below are estimates of time spent during a typical work day to perform essential functions and responsibilities. Members in this position may be required to:

- Sit up to 7 hours per day
- Stand up to 3 hours per day
- Walk up to 2 hours per day
- Occasionally lift up to 10 lbs.
- Occasionally bend, squat, climb, reach, kneel, and/or twist