

**COUNTY OF ORANGE
MUNICIPAL/SCHOOL
JOB CLASSIFICATION SPECIFICATION**

CLASS TITLE: BUSINESS APPLICATION ANALYST

TITLE #: 1975

DISTINGUISHING FEATURES OF THE CLASS: The work involves analyzing, designing, developing, testing and launching efficient business, financial and operation systems supporting core organizational functions and business processes. This includes gathering and analyzing data supporting business cases, proposed projects, and systems requirements. The Business Application Analyst is also responsible for generating and compiling reports based on the findings, complete with the probable causes and possible solutions to systems issues. This individual will apply proven communication, analytical, and problem-solving skills to help maximize the benefit of IT system investments. General supervision is received from the Director of Technology. Does related work as required.

TYPICAL WORK ACTIVITIES:

Collaborates in the planning, design, development, and deployment of new applications;

Reviews and analyzes the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging these systems;

Meets with decision makers, system owners, and end users to define business, financial, and operations requirements and system goals, and identify and resolve system issues;

Leads design sessions in prototyping new systems for the purpose of enhancing business processes, operations, and information process flow;

Creates process flow diagrams of the current and future state of business workflow;

Prepares and delivers reports, recommendations, or alternatives that address existing and potential trouble areas in operating systems across the organization;

Coordinates and performs in-depth tests, including end-user reviews, for modified and new systems, and other post-implementation support. Investigates issues discovered from testing;

Compiles lessons learned and implements team changes;

Conducts research on software and hardware products to justify recommendations and to support purchasing efforts;

Develops and maintains project plans and issue logs;

Develops and uses training tools and user documentation;

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Provides orientation and training to end users for all modified and new systems;

Understands and follows change management processes;

Ensures capability and interoperability of in-house computing systems;

Resolves routine help desk tickets and system problems;

Adheres to the established service standards;

Handles all information, whether written or verbal, in a confidential and professional manner;

Creates a synergetic relationship with project team and ensures professional standards are followed;

Cooperatively and efficiently performs all other related tasks as assigned by their direct supervisor.

FULL PERFORMANCE KNOWLEDGES, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS: Thorough knowledge of overseeing the design, development and implementation of software and hardware solutions, systems or products; knowledge of database analysis, data definition and data manipulation; strong organizational, analytical, technical and problem solving abilities; ability to work independently; ability to communicate technical ideas and concepts clearly, both orally and in writing; good judgment; emotional maturity; ability to effectively prioritize and execute tasks in high-pressure environment; physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- (A) Bachelor's Degree or higher in Public or Business Administration, Computer Science, Information Technology or related field and three (3) years of paid work experience in business process analysis, or operational documentation and workflow analysis/process reengineering; OR
- (B) Associate's Degree in Public or Business Administration, Computer Science, Information Technology or related field and five (5) years of paid experience as outlined in (A) above; OR
- (C) Graduation from high school or possession of a high school equivalency diploma and seven (7) years of paid experience as outlined in (A) above.

JURISDICTIONAL CLASSIFICATION: Competitive

ADOPTED: 03.07.24 LD