

**BUSINESS TECHNOLOGY ANALYST I/II/III****DEFINITION**

Under general direction, identifies and defines opportunities and strategies to use information technology to simplify, integrate and improve County departmental business and administrative processes; analyzes departmental business needs and problems in relation to office automation applications, services, and products; manages complex projects; and does other work as required.

**DISTINGUISHING CHARACTERISTICS**

Business Technology Analyst I is the entry level in the series, Business Technology Analyst II is the journey level, and Business Technology Analyst III is the advanced journey/specialist level in the Business Technology Analyst series. Business Technology Analyst positions may be allocated to an operating department, or to the Information Technology Department. The primary differences in levels within the series are based on supervision received; depth of knowledge of information technology concepts, practices, and methods; and complexity of assignment.

The Business Technology Analyst series is distinguished from the classification of Programmer Analyst in that the latter is responsible for developing and customizing systems applications, while the former is responsible for analyzing business needs and problems in relation to information technology solutions.

The Business Technology Analyst series is distinguished from Information Technology Business Manager in that the focus of the latter is managing the delivery of a variety of technology services to operating departments. Within the Information Technology Department, Business Technology Analysts report to an Information Technology Business Manager.

The Business Technology Analyst series is distinguished from the Management Analyst series in that the latter is primarily responsible for performing analytical, administrative or management support duties of projects and/or programs without the requirement of a specialized knowledge base of information systems.

The Business Technology Analyst series is distinguished from the Departmental Information Systems Coordinator series in that the latter has the responsibility of providing support, training, and instruction related to the use of computer applications, but does not analyze business needs in relation to office automation solutions.

**EXAMPLES OF DUTIES**

1. Analyzes current and future departmental business needs and problems in relation to information technology solutions. Analyzed project plans and proposals
2. Evaluates and/or participates in the evaluation of technology products and solutions
3. Ensures that the necessary plans and resources exist to smoothly transition current business processes into the newly automated or updated solutions. Coordinates the development of project schedules and budgets
4. Recommends appropriate information systems solutions

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5. Develops new methods, procedures and approaches to maximize departmental information systems efficiency and customer service
6. Consults with vendors and/or Information Technology Department for technical support
7. Performs and/or coordinates analysis of departmental information systems to ensure applicability with current operating standards, County policies, and legal requirements
8. Departmental assignments may include the assumption of a proprietorship role for departmental systems to include planning for the effective and efficient acquisition, administration, operation, use, maintenance, technical support, and ultimate disposition of Departmental information systems in conformance with adopted County information technology principles, policies, strategies and technical architecture directions; answering user questions and providing one-on-one instruction; writing procedures for user manuals and technical manuals; and working with Information Technology to ensure systems and programs meet the highest standards of internal control and fraud prevention.

### **QUALIFICATIONS**

A combination of experience, education, and/or training which substantially demonstrates the following knowledge, skills and abilities:

#### **Knowledge and Skills:**

Business Analyst I requires some knowledge; Business Analyst II requires a working knowledge; and Business Analyst III requires a thorough knowledge of:

1. The uses and limitations of micro, mini and mainframe computer applications
2. The principles and methods of automated records systems management
3. The principles and techniques of automated information entry, storage and retrieval
4. The principles of systems and procedures analysis
5. Principles and practices of public and/or business administration
6. Principles and techniques of project analysis
7. County adopted information technology principles, policies, strategies, and technical architecture statements of direction
8. May require knowledge of the business processes and computer hardware/software of the department to which assigned.

#### **Skill and Ability to:**

1. Communicate with departmental personnel not familiar with data processing and translate their needs into automated office system requirements. Effectively present technical information

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2. Analyze basic business problems and develop office automation methodologies
3. Develop a solid understanding of departmental business processes and technology requirements
4. Read and interpret a variety of technical manuals and instructions designed for automated applications
5. Prioritize and meet project timelines
6. Communicate effectively both orally and in writing including writing clear, concise and detailed instruction, procedures, and reports
7. Establish and maintain effective working relationships
8. Exercise good judgment, decisiveness and creativity
9. Consistently apply the Monterey County values of respect, innovation, customer service and honesty.

### **REQUIRED CONDITIONS OF EMPLOYMENT**

As a condition of employment, the incumbent will be required to:

1. Successfully pass a background investigation, or a modified background investigation
2. Possess a valid Class C driver's license with a satisfactory driving record, or the employee must be able to provide suitable transportation approved by the appointing authority.

### **EXAMPLES OF EXPERIENCE/EDUCATION/TRAINING**

The knowledge, skills and abilities listed above may be acquired through various types of experience, education or training, typically:

Completion of all coursework leading to a Bachelor's degree in Business Administration, Public Administration, Computer Science, Office Automation or closely related field

AND

One year of experience analyzing business processes and information systems for Business Technology Analyst I; two years of experience analyzing business processes and information systems for Business Technology Analyst II; and three years of experience analyzing business processes and information systems for Business Technology Analyst III.

### **PHYSICAL AND SENSORY REQUIREMENTS**

The physical and sensory abilities required for this classification include:

1. Eye and hand coordination and manual dexterity in order to operate a computer keyboard
2. Ability to communicate and function in a typical office environment.

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**CLASS HISTORY**

Class Code: 16C86 – I  
16C87 – II  
16C88 – III  
Established Date: January, 2002  
Revised Date: (New)  
Former Title: (New)

**CLASS DATA**

Job Group: I - 13  
II - 13  
III - 03  
EEO Category: PP  
Work Comp. Code: 8810  
Bargaining/Employee Unit: J  
FLSA: E  
MOCO OT: N

Prepared by: JAS 1/29/02

Approved by:

/s/ Judy A. Stabile, Associate Personnel Analyst  
County Administrative Office

2/4/2002  
Date