

# 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 Professional Standards Bureau Captain, the Business Analyst (BA) 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 nontechnical users is a required skill needed in this role. Work is reviewed through observation and results obtained.

**SUPERVISES OTHERS: No**

### ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Documents current processes and models to understand inefficiencies or gaps
- Uses 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
- Develops an understanding of relevant agency areas to recommend improvements and build/revise detailed requirements
- Leads ongoing reviews of business processes and develop optimization strategies
- Conducts meetings and presentations to share ideas and findings
- Shapes process improvements by making recommendations and suggesting alternatives to proposed solutions
- Translates conceptual user requirements into precise, detailed functional requirements
- Works with bureaus and vendor delivery teams to prioritize requirements
- Helps resolve competing priorities between stakeholder groups by facilitating stakeholder discussions, and escalates issues where appropriate
- Creates and manages artifacts including process flow documents, scope documentation, business case documentation, user stories, and traceability matrixes
- Supports delivery teams as they develop, test, and deploy solutions

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- Reviews delivery team output to ensure requirements are correctly interpreted
- Ensures solutions meet business needs and requirements
- Assists with developing use case and test case scenarios for others to follow
- Identifies and streamlines business processes
- Documents and assists with organizational change management to ensure optimum transition of projects or process improvement initiatives
- Gains 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 report to work
- Participates in Sheriff's Office recruitment and community relations activities as directed
- 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
- Three (3) years' 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 Certified Business Analysis Professional (CBAP) or Professional in Business Analysis (PBA) is preferred
- Experience with Lean Six Sigma techniques is preferred
- Must possess a valid Florida driver's license

## 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

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- 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 peer
- Demonstrated ability to communicate complex technical information in a condensed manner to various stakeholders orally and in writing
- 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 8 hours per day
- Stand up to 3 hours per day
- Walk up to 2 hours per day
- Occasionally lift up to 20 lbs.
- Occasionally bend, squat, reach, kneel and twist