

Pinellas County Sheriff's Office

"Leading The Way For A Safer Pinellas"



BUSINESS ANALYST

GENERAL DESCRIPTION

Working with a team of multi-jurisdictional law enforcement, fire, 911, and EMS team members, the Business Analyst (BA) will support the configuration and implementation of a regional computer-aided dispatch and records management software system. The BA works with customers to identify and validate current workflow processes as the team migrates to a new software platform. Additionally, the BA identifies, defines, and documents current and future business processes and requirements and facilitates general process improvement initiatives throughout the consortium of public safety agencies. The BA serves as a liaison between consortium and vendor teams by promoting communication and determining solution objectives that align with each agency's needs. The BA should have a natural analytical way of thinking and be able to explain complex concepts to non-technical users.

SUPERVISES OTHERS: No

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

- Use various techniques to understand consortium requirements, such as interviews, workshops, surveys, site visits, and storyboards to improve processes via systems, software, and changes to existing solutions.
- Achieve a deep understanding of relevant areas to recommend improvements and build detailed requirements
- Lead ongoing reviews of business processes and develop optimization strategies.
- Stay up-to-date on the latest technological advancements to automate and modernize systems.
- Conduct meetings and presentations to share ideas and findings.
- Shape process improvements by making recommendations and suggesting alternatives to proposed solutions.
- Understand technical options, limitations, costs, and risks, and work with stakeholders to shape requirements accordingly.
- Translate conceptual user requirements into precise, detailed functional requirements.
- Work with staff, and vendor delivery teams to prioritize requirements.
- Manage requirements scoping throughout the planning, delivery, and implementation process.

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- Create artifacts including process flow diagrams, scope documentation, and business case documentation.
- 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.
- Perform user acceptance testing and develop use case and test case scenarios for others to follow.
- Document current processes and models to understand inefficiencies or gaps.
- Identify and streamline business processes.
- Document and assist with organizational change management to ensure optimum transition from current state to future state of projects or process improvement initiatives.

QUALIFICATIONS

- Graduation from an accredited college or university with a Bachelor's degree in Business Administration, Public Administration or related field and 3 -5 years of experience in business analysis or equivalent combination of education and experience.
- Background in law enforcement, detention and corrections, and/or government like fire, 911, or EMS is preferred.
- 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.
- Experience creating documentation such as business requirements summaries, business case documentation, and complex workflow diagrams.
- Adaptability and a willingness to learn new skills.

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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