



## Clerk of Circuit Court & Comptroller Okaloosa County

### Job Description Technical Business Analyst

Job Specifications			
<b>Classification:</b>	Non-Exempt	<b>Department:</b>	IT
<b>Supervisor:</b>	Application Services Supervisor	<b>Location:</b>	Fort Walton Beach
<b>Salary Range:</b>	Analyst I: NE-4	<b>Schedule:</b>	Monday - Friday 8am - 5pm
<b>Revision Date:</b>	October 17, 2023	<b>Revised By:</b>	Ben Alexander/Chelsea Law

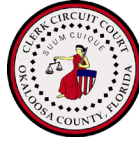
#### Job Summary:

This position is responsible for professional, technical, and administrative work involving business systems (applications/programs), operations, production, business practices, workflow, organization research, analyzing work and workflows. Additional duties may include coordinating user training, documentation, procedures, and report preparation. This position is also responsible for creating, planning, and ensuring timely completion of projects, interacting with users and vendors, and troubleshooting problems.

#### Essential Job Functions:

The list of essential functions as outlined here is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed if such functions are a logical assignment to the position.

- Analyze and document business processes and applications to identify areas in which efficiency and/or effectiveness can be improved.
- Make recommendations for changes and revisions to applications and work processes that will enhance the efficiency of operations.
- Act as a liaison between Clerk and County administration, IT and operations to ensure that changes and revisions are implemented.
- Develop and analyze workload and performance measures for staff making recommendations to management for improvement when appropriate.
- Monitor and evaluate impacts of new processes, applications and/or performance measures.
- Work closely with the Department Managers/Directors to develop new policies and procedures reflecting revised work processes and/or performance measures.
- Coordinate with IT staff to ensure the integrity and security of the various applications and access points to Clerk systems.
- Review statutory requirements and annual statutory changes to ensure that applications and policies are revised to comply with the law.



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- Research and review process issues encountered by user staff and coordinate any necessary training.
- Regular attendance and punctuality.

### **Minimum Qualifications:**

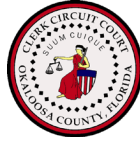
- Bachelor's degree in Accounting, Finance, Computer Science, Business Analysis, or related field, supplemented by (2) years of recent and relevant experience with automated financial systems and coordinating policy and procedure improvements. Will substitute 4 years of relevant experience in lieu of degree.
- CompTIA A+ Certification (A+)
- Experience with Windows Server 2012R2 / Windows Server 2016 / Windows Server 2019
- SQL database experience
- Excellent written and verbal communication skills.
- Excellent organizational and analytical skills.
- Ability to organize work, establish priorities, meet established deadlines, and follow up on assignments with minimal direction.
- Ability to compile, organize, interpret, and analyze data and information to solve application problems.
- Ability to formulate and present recommendations effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with employees and management team.
- Ability to train others and make presentations.
- Ability to demonstrate strong technical aptitude when collaborating with technical support staff.
- Ability to interpret rules, regulations, and policies for application to work processes and applications.

### **Essential Physical Skills and Work Environment:**

- Walking, standing, or sitting for extended periods of time at a computer terminal.
- Professional and appropriate behavior for an office environment.
- May require some lifting, carrying, pushing and/or pulling, stooping and bending.

<b>Technical Business Analyst II</b>	<b>Salary Range: NE-5</b>
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- Analyze, create, modify, and optimize Business Systems workflows, workflow configurations, settings, notifications, and queues.
- Engage with Clerk and County Administration, IT, and Operations to identify areas for improvement or new implementations to improve Business Systems efficiency and effectiveness.
- Maintain and manage Business Systems development and maintenance backlog.



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- Prioritize backlog tasks for development, hotfixes, and maintenance of Business Systems.
- Manage stakeholder expectations regarding development and maintenance timelines.
- Ensure Business Systems security controls are properly implemented and followed using the principles of least privilege.
- Create, Modify, and maintain security groups ensuring least privilege and proper access for all users.
- Provide Tier 2 and Tier 3 support to Clerk and County employees for Business Systems issues, resolving any issues related to workflow or configuration issues.
- Provide Tier 1 and Tier 2 technical support to Clerk users for hardware, software and user accounts required by Business Systems.

### **ADA Compliance:**

The Okaloosa County Clerk of Courts is an Equal Opportunity Employer. ADA requires the Clerk of the Court to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

### **Employee Acknowledgement:**

I have read this job description and I fully understand all my job duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department and if so, I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the HR staff.