BUSINESS PROCESS ANALYST II

Bargaining Unit: SEIU - Professional

SALARY RANGE
$29.45 - $46.46 Hourly
$5,105.17 - $8,053.01 Monthly
$61,262.03 - $96,636.18 Annually

CLASS CONCEPT:
Under direction, to perform the more complex analysis, design, development, maintenance and troubleshooting activities in support of Riverside County’s enterprise Financial, Human Resources, or Human Services management systems; and to perform other duties as required.

This is the full journey and advanced working level in the Business Process Analyst series. Assignments include complex studies and projects requiring exacting research, analysis, unusual or original solutions, and interdepartmental or interagency relationships. Incumbents perform varied assignments including serving as specialists in highly technical areas with a high degree of independence and may serve as a functional team leader, whereas incumbents in the Business Process Analyst I class perform the full scope of assignments working under limited supervision.

REPRESENTATION UNIT:
SEIU - Professional

EXAMPLES OF ESSENTIAL DUTIES:
(Depending on the area of assignment, duties may include, but are not limited to, the following)
• Serves as business process resource on all matters involving the support, maintenance, enhancement, and upgrade of the County's integrated enterprise systems; provides functional support, analysis, and design specifications, as needed, to programming staff.

• Coordinates, participates, and may lead others in the design and evaluation of business processes required for the implementation of enterprise systems and upgrades; analyzes new components to determine if previously modified processes can be eliminated and/or if new release will also require modification; participates in system testing to ensure that the new release provides the expected results throughout the business cycle.

• Evaluates requirements and develops design specifications for new or modified business processes; evaluates existing county business process models to identify potential areas for automation and streamlining; designs and implements resulting automated processes.

• Analyzes labor relations proposals during the County's negotiation process and state and federal legislation to evaluate the ability to implement needed system changes; designs alternative, comparable counter-proposals needed for system compatibility.

• Coordinates with business process managers to adopt system changes needed for new/modified public programs and services; tests all changes prior to final implementation to ensure appropriate results.

• Coordinates with user departments on new/changed local ordinances and labor agreements, legislation, reporting, and regulations; reviews, analyzes, and tests all changes prior to final implementation to ensure appropriate results.

• Designs, implements, and maintains system set-up tables and parameters to ensure compliance with state and federal requirements; interprets and analyzes new or updated regulations to identify needed system changes.

• Identifies and resolves production problem areas and corrects system set-up when production errors are identified; works directly with vendors for resolution of underlying system program problems; searches corporate Web sites for posted resolutions and fixes to resolve identified problems; coordinates and prioritizes all jobs and may delegate workload among Business Process Analysts and Specialists.

• Works directly with vendors to resolve underlying system program problems; searches corporate Web sites for posted resolutions and fixes in resolving identified problems; coordinates workload to prioritize all jobs.

• Coordinates and implements system security; approves departmental requests for access to enterprise system; coordinates network security and installation requirements with the Information Technology Department.

• Maintains context-sensitive on-line help reference to reflect the most current structure within the system.
RECRUITING GUIDELINES:
Education: Graduation from an accredited college or university with a Bachelor's degree in public/business administration, human resources, finance, computer science, information systems, or a related field. (Additional qualifying experience in a functional support area may substitute for education on the basis of 30 semester or 45 quarter units equaling one year of full-time experience.)

AND

OPTION I:
Experience: Two years as a Business Process Analyst I with the County of Riverside;

OR OPTION II:
Experience: Five years of progressively responsible work which would demonstrate possession of the knowledge and abilities listed below.

Knowledge of: Principles and practices of financial, human resources, and/or other enterprise functions; project specifications development; application design; data modeling techniques; application of industry/corporate standards and conventions for systems analysis and quality assurance; installation, testing and migration process and techniques; quality and version control processes; use of packaged/off-the-shelf and third party application software, including office automation tools; positions in Social Services must also have knowledge of public assistance programs and C-IV application maintenance.

Ability to: Write/modify technical and user documentation; prepare flow process diagrams and other design graphics; use basic principles and practices and functional activities for the maintenance and enhancement of enterprise systems components; gather and analyze data; reason logically, draw valid conclusions, and make appropriate recommendations; speak and write effectively; read, interpret and apply laws, rules, regulations, standards, and procedures; establish and maintain effective working relationships with others and gain their cooperation.

PRE-EMPLOYMENT:
All employment offers are contingent upon successful completion of both a pre-employment physical exam, including a drug/alcohol test, and a criminal background investigation, which involves fingerprinting. (A felony or misdemeanor conviction may disqualify the applicant from County employment.)

PROBATIONARY PERIOD:
As an Approved Local Merit System, all County of Riverside employees, except those serving "At Will," are subject to the probationary period provisions as specified in the applicable Memorandum of Understanding, County Resolution, or Salary Ordinance. Temporary and Per Diem employees serve at the pleasure of the agency/department head.