

SNOHOMISH COUNTY JOB DESCRIPTION

BUSINESS PROCESS ANALYST

Spec No. 3321

BASIC FUNCTION

Defines methodologies and procedures to establish and maintain information contained in computer systems. Takes a lead departmental role in participating in systems development efforts with other county departments and their corresponding agencies, including statewide and federal initiatives. Collaborates with other departments on special projects to support the development of processes and operations through effective use of relational databases and other system tools, and acts as an advisor to management regarding the collection of information; works in conjunction with the Department of Information Technology (DoIT) as it relates to technology.

STATEMENT OF ESSENTIAL JOB DUTIES

1. Maps current business processes to provide a foundation for defining business activities; uses business process maps to develop procedures, models, and operational processes.
2. Designs information models; identifies all required information fields and assists to develop methods for systematically capturing and storing information in system tables and models; establishes and maintains records management standards for the business function.
3. Provides staff training and orientation in the use of system models to extract data and ensure consistency.
4. Plans, organizes, coordinates, supervises and evaluates the work of subordinate employees; participates in and makes recommendations concerning the hiring, discipline, transfer and termination of employees.
5. Provides assistance in the preparation of management contracts; oversee the work of consultants and vendors.
6. Responds to external inquiries for information; works with external agencies, utilities and various government entities to clarify the information request and subsequently works with appropriate systems to extract the information.
7. Serves as a liaison between various groups to develop policies and facilitate the implementation of system modules, models and or enhancements; works with technical and non-technical staff, inter and intra-department personnel, vendors and a variety of external agencies or government entities.
8. Develops and maintains procedures for maintaining information in systems; researches available information and standards for maintaining information, writes procedures, communicates and collaborates with technical and non-technical staff and implements new procedures upon approval.

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STATEMENT OF ESSENTIAL JOB DUTIES (Continued)

9. Participates in related systems development efforts as needed to providing input and contributing to a comprehensive development strategy; attends committee meetings and provides a contribution from the perspective of cross-departmental functions.
10. Creates reports to support quality control and to provide management information; generates ongoing routine reports as well as ad-hoc reports as needed.

STATEMENT OF OTHER JOB DUTIES

11. In Public Works - May provide essential support for Surface Water Management's business functions, including effective and efficient management of the Surface Water Management's Billing and Accounts Management system and procedures to collect, maintain, and manage infrastructure data to meet the data reporting requirements of the County's National Pollution Discharge Elimination System permit.
12. Performs related duties as required.

MINIMUM QUALIFICATIONS

A Bachelor's degree in specific business function or field (technical, analytical, or scientific degree); AND, three (3) or more years of progressively responsible experience in business and technical requirements analysis, business process modeling, data modeling, database design related to application implementation and serving as a member of systems project team; OR, any equivalent combination of training and/or experience that provides for the required knowledge and abilities. Must pass job related tests.

KNOWLEDGE AND ABILITIES

Knowledge of:

- relational databases, geographic information systems, and programming languages
- Windows based applications including word processing, spreadsheet, and database software
- developing systematic and manual operations procedures
- specific systems and related technological tools
- verbal, written and interpersonal communicates skills
- collaborative skills in reaching team approach to accomplish work

Ability to:

- solve complex analytical challenges and to independently analyze information
- communicate effectively, both verbally and in writing

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KNOWLEDGE AND ABILITIES (Continued)

- establish and maintain effective working relationships with client departments, vendors, superiors and associates
- make recommendations based on analysis
- work in a customer service oriented organization
- work under general supervision
- lead or direct the work of project team members as appropriate
- organize and prioritize multiple tasks and meet deadlines

SUPERVISION

Employees receive supervision from an administrative superior as assigned.

WORKING CONDITIONS

The work is performed in the usual office environment.

Snohomish County is an Equal Employment Opportunity (EEO) employer.
Accommodations for individuals with disabilities are provided upon request.

[EEO policy and ADA notice](#)

Class Established: November 2004

Revised: May 2007, October 2007, January 2008, September 2016

EEO Category: 2 - Professionals

Pay Grade: 244 - Classified Pay Plan

Workers Comp: 5306 Non-Hazardous