



**Franklin County Board of Commissioners  
Classification Specification & Job Description**

<b><u>CLASSIFICATION TITLE:</u></b> Business Systems Analyst	<b><u>CLASS NUMBER:</u></b> 80043.1	<b><u>FLSA:</u></b> Exempt
<b><u>AGENCY/DIVISION:</u></b> Office on Aging	<b><u>JOB TYPE:</u></b> Full Time, Classified	<b><u>PROBATION PERIOD:</u></b> 180
<b><u>BARGAINING UNIT:</u></b> Non-Bargaining	<b><u>PAY GRADE:</u></b> N18	<b><u>POSITION CONTROL #:</u></b> 110103
<b><u>POSITION LOCATION:</u></b> 280 East Broad St, Room 300, Columbus OH 43215	<b><u>TYPICAL WORK SCHEDULE:</u></b> Monday – Friday 8:00 AM – 5:00 PM	<b><u>SUPERVISOR (PCN):</u></b> Deputy Director of IT (110006)
<b><u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u></b>		

**CLASSIFICATION PURPOSE:** The primary purpose of the Business Systems Analyst classification is to manage, administer, and support various county departments’ business systems operations from research and budgeting to implementation, maintenance, and support.

**JOB DUTIES:**

Work with various departments to meet operational objectives by studying business functions; gathering information; evaluating output requirements and formats. Facilitate requirement gathering sessions, analyze requirements, construct workflow diagrams, study system capabilities, write specifications, and define reporting and alerting requirements for system enhancements and new system implementations. Plan, develop and implement strategic plans and projects related to expanded service delivery models; agency strategic plan and other programs using analytical approaches and data in support of federal, state, and county guidelines. Provide technical direction and assistance to managerial and supervisory personnel involved in implementation of new systems, system updates, and/or new programs. Set action items, identify task assignments, and associate deadline/estimated timeline.

Provide program knowledge to IT staff in order to create customized computer programming, reports, workflows and document management tools. Develop comprehensive end-to-end (E2E) test cases for agency applications. Prepare, develop and submit specialized reports to leadership and department supervisors ensuring project timeliness and agency consistency. Prepare required documents for consumption by internal operational staff, IT resources, and agency leadership in support of agency initiatives. Work in partnership with the Quality Improvement Department to gather and analyze data to examine key areas of agency performance and develop plans and projects to enhance service delivery. Make recommendations to leadership for business process improvements.

Serve on committees and work groups as needed. Supervise assigned staff. Attend meetings, trainings and conferences to maintain current knowledge of IT systems and best practices. Serve as a liaison, including staff and contract provider training; present research findings and analysis; and develop and maintain IT trainings, accurate manuals, standard operating procedures (SOPs), and system documentation. Train agency staff in the use of agency systems, spreadsheets and other automated tools to enhance productivity and efficiency. Ensure that all automation and electronic procedures meet mandated local, state and federal program requirements and privacy standards. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

**MAJOR WORKER CHARACTERISTICS:**

Knowledge of budgeting; employee training and development; supervision. Skill in word-processing; equipment operation. Ability to define problems, collect data, establish facts and draw valid conclusions; add, subtract, multiply and divide whole numbers, calculate fractions, decimals and percentages; copy material accurately and recognize grammatical and spelling errors; complete routine forms; maintain accurate records; understand manuals and verbal instructions, technical in nature; prepare meaningful, concise and accurate reports; proofread technical materials; recognize errors and make corrections; use proper research methods in gathering data; establish friendly atmosphere as supervisor of work unit; handle sensitive inquiries from and contacts with officials and general public.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**

Bachelor’s degree in computer information systems or related field with five (5) years of computer experience; or any equivalent combination of training and experience.

**Additional Requirements**

No special license or certification is required.

**Supervisory Responsibilities**

Ability to assign, review, plan, and coordinate the work of other employees, to provide instruction to other employees, to maintain department standards, to recommend the discipline or discharge of other employees, to act on employee problems, and to recommend and approve the transfer, promotion, or salary increase of other employees.

**UNUSUAL WORKING CONDITIONS:**

N/A

**Acknowledgement of Receipt:**

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

\_\_\_\_\_  
Employee Name

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Date