

POSITION TITLE: Web Services Business Analyst and Trainer

GENERAL DESCRIPTION OF DUTIES

Under the direction of the Systems and Programming Manager, the individual in this position must have experience with the complete software/product development life cycle, requirements gathering and documentation, working closely with clients to identify business needs as well as the costs and benefits of implementing a Business solution. This includes an awareness of Problem Management, Test Management and IT P&P implementation practices. Conducting training sessions for employees and stakeholders on new systems, processes, and tools. The position also requires a thorough understanding of business procedures, rules and processes in the Court System as well as the backend applications that directly support these areas. Performs related work as required.

SPECIFIC DUTIES AND RESPONSIBILITIES

ESSENTIAL JOB FUNCTIONS

Must be well versed in Software Development Lifecycle (SDLC) and software development using agile methodologies such as Scrum, DevOps, etc., . Participating in the design and implementation of business solutions, including software applications and process improvements.

Analyze and document opportunities for enhancing business processes and automation.

Write business requirements for a prospective system or changes to existing systems, use charts, user manuals, and diagrams that indicate the various steps involved and describe the system in ways that the client can understand.

Develop and execute system integration and Implementation plans. Develop, execute and drive test plans, the test process, user acceptance and system validation.

Knowledge of computer software applications, including database technologies, Web applications and programming languages. Knowledge with Reports tools.

Ability to train and educate new users, staff and stakeholders. Providing guidance and support to employees in the use of new systems, processes, and tools. Designing and developing training materials such as presentations, handouts, and e-learning modules.

Collaborating with cross-functional teams to gather feedback on training effectiveness and incorporate changes as needed. Analyzing business requirements and identifying training needs based on gaps in employee skills or knowledge.

Remains current on job-specific knowledge, skills and abilities by attending training courses, tutorials, and obtaining certifications communicated by management to expand knowledge of product development and Business analysis.

The list of essential functions, as outlined herein, 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 herein if such functions are a logical assignment for this position.

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MARGINAL FUNCTIONS

While the following tasks are necessary for the work of the unit, they are not an essential part of the purpose of this position and may also be performed by other unit members.

Performs related duties as directed.

MINIMUM TRAINING AND EXPERIENCE

Bachelor's degree in Information Systems or related field; supplemented by a minimum of 2 to 5 years of experience in Business analysis/business operations support / project Lead experience, Training. Prepare systems documentation and Users Manuals. Experience Crystal Reports, WordPress website development, Familiarity with Web standards and usability, knowledge of the Adobe Creative Suite and Microsoft PowerPoint, Web development languages.

Technical Skills and Qualifications

The individual in this position must possess the ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; Possess strong analytical skills with an attention to detail. Excellent oral and written communication skills; Intermediate PC knowledge, basic knowledge of SQL Server. Crystal Reports, BI or other Enterprise reporting solutions. WordPress. Adobe Creative Suite and Microsoft PowerPoint, Visio. Strong Microsoft Word and Excel.

PERFORMANCE APTITUDES

Experience in documenting business workflow, user feedback, and development requirements. Prior experience providing assistance in the development and execution of test strategies and plans to efficiently and effectively validate system functionality; training users and developing training materials such as presentations.

Human Interaction: Requires excellent client interaction skills.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to start, stop, operate and monitor the functioning of equipment, machinery, tools, and/or materials requiring complex and/or rapid adjustments.

Verbal Aptitude: Requires excellent presentation, oral and written communication skills.

Functional Reasoning: Requires the ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic, or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

Situational Reasoning: Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving evaluation of information against measurable or verifiable criteria.

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ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors. Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

Environmental Factors: Tasks may risk potential exposure to adverse environmental condition, such as electric currents when installing hardware and peripheral system components.

The Broward County Administrator is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Broward County court administrator will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.