**CLASS SPECIFICATION**

Class Code: 60019354
Date Established: 08/2023
Last Reviewed: 09/2024
Last Revised: 09/2024
Last Title Change: 07/2024
FLSA: exempt
Probation: 12 months

## SENIOR BUSINESS TECHNOLOGIST

### DEFINITION

Under general supervision, performs advanced business system analysis and application development; performs related work as required.

### EXPERIENCE AND TRAINING REQUIREMENTS

A bachelor's degree from an accredited college or university in computer science, geographic information systems, business information systems, or a closely related field, AND three years of full-time experience in business systems analysis, application systems development, analysis, and design; data management; technology infrastructure operations and support; OR an equivalent combination of education and experience.

### LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment.

### DISTINGUISHING CHARACTERISTICS

This is the supervisory level and/or project lead in the Business Technology Series. It is distinguished from the Business Technologist as it is the advanced level in the Business Technologist class series. An incumbent exercises independent judgment to coordinate the full range of department systems support activities of department staff in the implementation and administration of department information systems and software. This job is distinguished from Business Technologist IV in that the latter performs advanced project and program management in the series for various County departments.

### SUPERVISION EXERCISED

May exercise direct supervision.

### EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Report to, gets direction from, and collaborate with assigned department and Technology Services on all information technology projects.

Supervise assigned staff, which includes staff selection; assigning, scheduling, and reviewing work; providing training in proper work methods and procedures; providing professional development, coaching, and mentoring; writing performance evaluations; and implementing discipline and conflict resolution procedures when necessary.

Develop and maintain, in collaboration with Technology Services, a department technology plan.

Represent assigned departments at meetings with the Technology Services Department and participate on committees involving county information technology; participate in the Technology Services Change Management meeting as it relates to department technology changes; schedule, manage, and conduct reoccurring Technology Services Relationship Communication and Facilitation (RCF) meetings jointly with Technology Services.

Collaborate with Technology Services in creating a business intelligence program to provide decision-makers with accurate, relevant, and timely information to support strategic and operational goals and objectives.

Participate with Technology Services in after-hours support for the department, which involves investigating the issue, determining the priority of the issue, troubleshooting, and fixing, and reporting status and resolution to the department and Technology Services.

Manage projects for the department, County and regional projects in collaboration with Technology Services; lead project teams to include multidisciplinary groups which utilize targeted technology expertise to work on specific projects or initiatives; maintain all projects and their status in the Technology Services Project Portfolio.

Create, track, update and resolve all technology work in the Technology Services ticket system.

Facilitate and manage IT governance processes.

Provide advice and recommendations concerning goals, objectives, policies, procedures, and work standards; make recommendations regarding quality control, organization structure, equipment and/or software purchases and staffing; assist in developing budget recommendations for staffing, projects, training programs and equipment.

Represent the department with State agencies, other government agencies and the public on department specific issues; provide information as required for use in internal and external hearings and meetings; provide customized data sets and reports upon request.

Provide direction on the installation and implementation of hardware and software for department projects; provide direction and coordinate system design and program development.

Test, evaluate, and recommend purchase of new systems and equipment; conduct feasibility studies and provide cost benefit of proposed new system applications and hardware acquisitions; determine equipment and resource requirements and cost of implementation of system and network designs; prepare reports and make presentations of product findings.

Document projects, report progress, update project tasks, and periodically brief department management, Technology Services, and other stakeholders on projects.

Ensure compliance with the regulations, policies, and procedures of county and various outside agencies.

Work with vendors to implement systems and solutions, resolving issues, and scheduling upgrades.

Conduct research and analysis to determine and communicate business requirements; work with business process owners and department users to identify improvement opportunities.

Organize and coordinate the development and maintenance of department specific information systems, software and databases: analyze movement of data, workflow, timing, business rules and associated legal obligations; evaluate options and develop alternatives to resolve problems; plan and schedule mass updates of databases; develop and implement standardized and custom reports.

Conduct ongoing quality control of data for accuracy, security, and timing to meet State, County and local government agencies reporting requirements including mandated format and timelines.

Work with user and development groups to identify and document system recommendations for current and future applications and business processes; work with users to refine processes and procedures.

Create and prepare multiple analytical mandated reports for State, County, and local government agencies; make presentations to department management, internal committees, and external agencies.

Conduct analytical studies and research in response to requests for information from the State, County Commissioners, management, Finance, staff, and other governmental agencies; evaluate and project the impact of changes in the laws and regulations on department reporting requirements.

Monitor databases to ensure the correct methodology is utilized to create defined records and reports; develop standards for costing, encoding, and processing data to ensure the overall effectiveness and accuracy of records and reports.

Analyze applications and prepare program specifications, flow charts and decision tables.

Perform maintenance and modification on existing information technology applications.

Develop a sequence of coded instructions to create and maintain efficient programs.

Prepare sample runs for testing programs and solve problems identified during tests.

Use database languages to create, convert, and modify databases.

Conduct ongoing quality control to ensure data integrity.

Prepare written documentation and procedures for custom and enterprise applications for department staff.

Works with centralized Technology Services personnel and other agencies to develop interfaces between information systems.

Respond to inquiries and complaints from internal and external customers.

Train users and other staff in the use and maintenance of information technology applications and systems.

Ensure that assigned personnel perform duties and responsibilities in a safe and prudent manner which does not expose them or others to unnecessary harm or risk of on-the-job injury.

## JOB RELATED AND ESSENTIAL QUALIFICATIONS

**Full Performance** *(These may be acquired on the job and are needed to perform the work assigned.)*

### Knowledge of:
County and department policies, ordinances, codes, procedures, principles, terminology, and knowledge of applicable statutes and regulations.

Organizational structure and functions of Washoe County and local governments.

Data acquisition, quality assessment, and business processes within the assigned department and division.

Work and data flow through department information system(s) and how databases are used.

Computer systems, programs, software, interfaces, equipment, processes, data, and related legal requirements used within the division and department.

Database software, databases, data management, query languages, programming languages, and report writing used in Washoe County.

Analytical methodology.

### Ability to:
Effectively supervise, evaluate, and motivate the performance of assigned staff.

Analyze office functions and work methods, developing recommendations to optimize efficiency through automation.

Perform the full range of application and specification development, programming, and database modification jobs and assignments.

**Entry Level (***Applicants will be screened for possession of these through written, oral, performance, or other evaluation methods.***)**

**Knowledge of:**
Computer programming, application development and design, data management, query languages, report writing, and system analysis.

Principles and practices of project management.

Principles and practices of supervision including motivating and coaching employees, training, performance management, and progressive discipline.

Commonly used database software.

**Ability to:**
Analyze information, project consequences of proposed actions, formulate alternative solutions and make appropriate responses or recommendations.

Evaluate work priorities, procedures and processes for effectiveness and efficiency.

Plan, prioritize and organize work to meet schedules and timelines.

Design information technology applications and develop program specifications.

Prepare and test computer programs.

Prepare program documentation and operating procedures manuals.

Develop and make effective presentations using visual aids and other communication tools.

Communicate effectively in a clear, concise manner, both verbally and in writing.

Establish and maintain cooperative working relationships with all those contacted in the course of work including internal and external customers.

**SPECIAL REQUIREMENTS**
*Essential duties require the following physical skills and work environment.*

Ability to sit for extended periods. Ability to frequently stand, walk, stoop, and kneel. Ability to lift and move objects weighing up to 25 lbs.

*This class specification is used for classification, recruitment, and examination purposes. It is not to be considered a substitute for work performance standards.*