



## Computer System Business Analyst 3 Superior Court (Job #5318)

**SALARY RANGE: \$34.02 to \$46.41 Per Hour**

**CLOSING DATE: Must be received by 4:30 p.m., October 12, 2014**

### NATURE OF WORK

An employee in this classification primarily functions as a supervisor providing leadership to departmental staff and participating in a broad range of comprehensive project management and technical support for the IT areas of end-user development, planning, testing, report writing, queries/batches, statistical analysis, troubleshooting, and training.

### ESSENTIAL FUNCTIONS

- Supervise and coordinate activities of a designated unit consisting of a minimum of 2.0 FTE; determine work procedures, prepare work schedules and determine methods for expediting workflow; assign, review and approve the work of subordinate staff.
- Monitor and prioritize workload of departmental IT unit.
- Maintain effective communication with county departments and staff to facilitate and ensure adherence to policies and procedures.
- Investigate grievances involving subordinates and recommend resolution; recommend promotional and disciplinary actions; approve leave requests, and overtime; assure adequate coverage during staff absences.
- Conduct performance evaluations and develop performance measures and standards.
- Plan and implement departmental information technology strategies and projects.
- Oversee, track, solve, test, and troubleshoot software development issues and enhancement requests.
- Develop an advanced knowledge of the departmental business functions, information systems terminology, information needs, and workflow to plan, design, and propose changes/improvements to internal systems. Analyze user needs and develop system requirements.
- Act as a liaison between the department and Information Technology (which may include 3<sup>rd</sup> party vendors) to ensure the department's project needs are being communicated effectively and are on schedule.
- Oversee the planning/procurement for the departmental technology budget.
- Oversee and determine processes related to test changes and enhancements to software application systems.
- Develop and conduct training for users on new and updated applications.
- Oversee and design various forms (scannable and electronic) and reporting tools.
- Manage the integrity and security of documents and files.
- Participate in county-wide and/or external technology committees.
- Act as lead technology coordinator for department.
- Oversee the web development for department. May develop web pages using Internet Content Editor. May review and update content of web pages.
- Maintain regular, predictable and punctual attendance during regularly scheduled work hours at assigned worksite.
- Meet travel requirements of the position.
- Perform the physical requirements of the position; work within the established working conditions of the position.
- Work a flexible schedule, which may include evenings, weekends, holidays and overtime.
- Perform other job functions as assigned.
- May assist with database or spatial analysis.

### RECRUITING REQUIREMENTS

A Bachelor's degree in management information systems, business administration, or related field and three or more years of Computer Systems Business Analyst experience is required. Additional education or experience may substitute for the recruiting requirements. Certificate in Business Analysis preferred. Applicants must be able to pass all required Pierce County background investigations prior to employment. Prior to being hired in any county department in which compliance with the US Department of Justice CJIS security policy is mandated, a candidate must successfully complete the required background investigation, which may include fingerprinting. A valid Washington State driver's license may be required when travel is required of the position.

# SUPPLEMENTAL QUESTIONNAIRE

## Computer System Business Analyst 3 (Job #5318)

Instructions: This questionnaire is part of the examination process and is mandatory. Your responses will be submitted during the online application process.

1. Describe your background and experience with Court or legal system business operations. Please specify your role and responsibilities.
2. Describe your experience performing project management and business analysis. What tools or process do you use to manage projects and analyze business processes.
3. Describe the most complex business process that you developed and implemented an automated, technology based solution.
4. How do you prepare and ensure proper documentation for user requirements, business use cases, systems specifications, end user instructions?
5. Describe your customer service practice and vision.
6. Please describe your supervisory experience.

### APPLICATION AND SELECTION PROCESS

- **Complete and submit a Pierce County Employment Application online at:**  
[www.piercecountywa.org/jobs](http://www.piercecountywa.org/jobs).
- If you do not have internet access, please see the “Facilities with Internet/Computer Access” information in this job announcement.
- A resume in lieu of the online application is not acceptable.
- Pierce County will provide reasonable accommodation for persons with disabilities who are unable to submit an online application. Please notify the Human Resources Department (253) 798-7480, at least two days prior to the need.

To be considered for this classification, applicants must complete and submit a signed Pierce County employment application form (Pressing the “submit application” button in the Pierce County online employment application is considered an electronic signature and fulfills this requirement) and a response to the supplemental questions listed above by the closing date. Notify the Human Resources Department immediately of any address or telephone change.

This is a competitive selection process. Your responses on the application form and supplemental questionnaire will be reviewed and evaluated for the quality and quantity of education/experience in the areas listed. Applicants whose qualifications most closely correspond to the County's needs will be eligible for further consideration. Notification of application status normally occurs 4 to 6 weeks after the closing date. Short notice may be given to applicants to participate in further selection processes which may include written, oral and performance examinations, and final interviews.

Pierce County will provide reasonable accommodation for persons with disabilities during the selection process, if requested. Please notify the Human Resources Department at (253) 798-7480 of the accommodation needed, preferably at the time of application, but at least two days prior to the date needed.

**Human Resources Department: (253) 798-7480    Job Information Line: (253) 798-7466    TDD: (253) 798-3965**  
**Email: [pchumanresources@co.pierce.wa.us](mailto:pchumanresources@co.pierce.wa.us)    Internet: <http://www.piercecountywa.org/jobs>**

## FACILITIES WITH INTERNET/COMPUTER ACCESS

<b>Washington WorkSource Offices</b>	
WorkSource Pierce 1305 Tacoma Ave So., Suite 201 Tacoma, WA 98402 Phone: 253-593-7300	Lakewood WorkSource Affiliate 5712 Main Street SW, Suite 200 Lakewood, WA 98499 Phone: 253-984-5400
<b>Pierce County Library System</b>	
Parkland/Spanaway 13718 Pacific Ave S Tacoma, WA 98444 253-548-3304	South Hill 15420 Meridian E South Hill, WA 98375 253-548-3303
Summit 5107 112th St E Tacoma, WA 98446 253-548-3321	Graham 9202 224th St E Graham, WA 98338 253-548-3322
Bonney Lake 18501 90th St E Bonney Lake, WA 98391 253-548-3308	Sumner 1116 Fryar Ave Sumner, WA 98390 253-548-3306
Gig Harbor 4424 Point Fosdick Dr NW Gig Harbor, WA 98335 253-548-3326	University Place 3609 Market Place W University Place, WA 98466 253-548-3307
Lakewood 6300 Wildaire Rd SW Lakewood, WA 98499 253-548-3302	DuPont 1540 Wilmington Dr DuPont, WA 98327 253-548-3326
<b>Tacoma Public Library</b>	
Main Library 1102 Tacoma Avenue South Tacoma, WA. 98402 253-292-2001	

\*The resources listed above are only some of the locations with internet access. Any one of these resources can direct you to other offices or libraries.

## **EQUAL EMPLOYMENT OPPORTUNITY**

It is the policy of Pierce County that no person shall be subjected to employment discrimination because of race, creed, religion, color, national origin, sex, sexual orientation, marital status, age, disability, veteran status, the presence of any sensory, mental, or physical disability, or the use of a trained guide dog or service animal by a disabled person.

### **BENEFITS**

**VACATION LEAVE:** Upon completion of 13 pay cycles (approximately six months) employees receive six days of vacation leave. Vacation accrues at the rate of 12 days per year initially, up to a maximum of 30 days per year.

**SICK LEAVE:** Employees receive six days of sick leave upon completion of 13 pay cycles (approximately six months). Sick leave is accrued at the rate of one day per month.

**HOLIDAYS:** Pierce County employees enjoy twelve paid holidays.

**MEDICAL COVERAGE:** Excellent choices of medical plans which include vision and prescription drug coverage are available for the employee and dependents.

**DENTAL COVERAGE:** Choice of dental programs which include orthodontic coverage for the employee and dependents.

**LIFE INSURANCE:** County paid life insurance for all full time/full benefit employees is effective the first day of employment. Additional life insurance is available at the employee's expense.

**RETIREMENT:** Pierce County employees participate in one of the Washington State Department of Retirement Systems plans. Employees and the County contribute jointly to the plan.

**SOCIAL SECURITY AND INDUSTRIAL INSURANCE:** Employees are covered by Social Security and the State Industrial Insurance Act.

**IN ADDITION:** Pierce County offers its employees an Employee Assistance Program which includes legal service access, Deferred Compensation, a Wellness Program, access to a credit union, commute assistance including transit subsidies, a variety of on-going training programs, direct payroll deposit, access to long term disability insurance, and flexible spending accounts.

**PART-TIME EMPLOYEES** receive pro-rated benefits.

**NOTE:** The provisions of this bulletin do not constitute an expressed or implied contract. Any provisions contained herein may be modified and/or revoked without notice.