

BREVARD PUBLIC SCHOOLS

JOB DESCRIPTION

Information Technology Business Analyst

QUALIFICATIONS

- Bachelor's degree in a related field such as information technology, finance, computer science, mathematics, business administration or economics.
- Two to four years of experience in analysis of the business, business processes, and information systems used to manage information.
- Documented examples of workflow process analysis.
- Valid Florida Driver License.

Reports to: Department Manager

Supervisor's Superior: Assistant Superintendent – Educational Technology

Supervises: N/A

Job Goal

Plans and performs analysis of organizational functions, processes, and activities to improve computer-based business applications for the most effective use of money, materials, equipment, and human capital. Conduct organizational studies and evaluations, design systems and procedures, conduct work simplifications and measurement studies, and prepare operations and procedures manuals to assist management in operating more efficiently and effectively.

KNOWLEDGE, SKILLS, & ABILITIES

Knowledge of:

- principles and processes for providing customer and personal services including customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
- computer hardware and software, including applications and programming.
- administrative and clerical procedures and systems such as word processing, managing files and records, designing forms, and other office procedures and terminology.

Skills:

- Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
- Judgment and Decision Making — Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
- Time Management — Managing one's own time and the time of others.
- Instructing — Teaching others how to do something.
- Quality Control Analysis — Conducting tests and inspections of services, or processes to evaluate quality or performance.

Ability to:

- listen to and understand information and ideas presented through spoken words and sentences.
- communicate information and ideas in speaking so others will understand.
- read and understand information and ideas presented in writing.
- combine pieces of information to form general rules or conclusions.
- communicate information and ideas in writing so others will understand.
- apply general rules to specific problems to produce answers that make sense.
- arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
- speak clearly so others can understand you.
- identify and understand the speech of another person.

