HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Business Analyst

Job Code: U8734
Pay Grade: UD
Pay Scale: $54,878.97-$82,318.44 Annually
Exempt: Yes

OVERVIEW

The primary role of a Business Analyst is to bridge the gap between the business needs of an organization and the information technology (IT) solutions that can address those needs. You work closely with stakeholders from various departments, such as business managers, project managers, developers, and end-users, to gather and analyze requirements, design efficient and effective business processes, and propose appropriate technology resolutions.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Support the implementation of new IT solutions, provide user training, and support during the transition, and assist in managing change within the organization.
- Collaborate with stakeholders to understand their needs and gather requirements for IT systems or software.
- Evaluate existing business processes, identify areas of improvement or inefficiencies, and propose solutions to streamline operations.
- Create detailed documentation, including business requirements, functional specifications, process flows, and user stories, to guide development teams and ensure clear communication between the business and IT.
- Work closely with IT teams to translate business requirements into technical specifications, ensuring that the proposed solutions align with business goals and objectives.
- Act as a liaison between business users and technical teams by facilitating effective communication, managing expectations, and ensuring that requirements are properly understood and addressed.
- Support the implementation of new IT solutions, provide user training and support during the transition, and assist in managing change within the organization.
- Collect user feedback and identify opportunities for further enhancements or modifications to improve business processes and outcomes.

KNOWLEDGE & ABILITIES

- Knowledge of business process modeling techniques and tools.
- Knowledge of software development methodologies (e.g., Agile, Scrum).
- Working knowledge of IT systems and architecture.
- Ability to collaborate effectively with cross-functional teams.

SKILLS

- Business Process Implementation
- Business Requirements Analysis
- Business Requirements Management
- Business Systems Analysis

- Business Process Design

WORKING CONDITIONS

- Work within an office environment within a law enforcement agency.
- Stand/sit at a keyboard or workstation for prolonged periods.
- May engage in light physical exertion (e.g., lifting, carrying, pushing and/or pulling of objects and materials up to 10 pounds).
- Work standard business hours.
- May work non-standard hours including nights, weekends, and holidays.
- In the event of an emergency or disaster, may be required to respond promptly to duties and responsibilities as assigned by management chain, Division/District Commander, or the Sheriff (or their designee). Such assignments may be for before, during or after the emergency/disaster.

MINIMUM EDUCATION & EXPERIENCE

- A high school diploma or possession of a GED certificate.
- Five years of experience in requirements gathering for an organization.
- Five years of experience in process improvement initiatives.
- Five years of experience in stakeholder engagement.

OR

- An associate degree from an accredited institution of higher education in a technical field.
- Four years of experience in requirements gathering for an organization.
- Four years of experience in process improvement initiatives.
- Four years of experience in stakeholder engagement.

OR

- A bachelor’s degree from an accredited institution of higher education in a technical field.
- Three years of experience in requirements gathering for an organization.
- Three years of experience in process improvement initiatives.
- Three years of experience in stakeholder engagement.

OR

- Three years of experience in a Hillsborough County Sheriff’s Office Information Services Division position.

ADDITIONAL JOB REQUIREMENTS

- Attendance at the specified Sheriff's Office work location is required.
- Depending on assignment, employees may be required to possess a valid Florida Driver License at time of employment. Driving history will be thoroughly reviewed and may be grounds for disqualification.
- No visible tattoos on face, head, and neck. Tattoos determined to take away from the professional appearance of the Sheriff's Office must be covered with an appropriate white, black, or neutral covering.
- No illegal drug sale within lifetime.
- No illegal drug use within the past 36 months. No marijuana use within the last 12 months.
- No felony convictions within lifetime.
- No misdemeanor convictions involving perjury, false statement, or domestic violence within lifetime.
- No dishonorable discharge from any branch of the United States Armed Forces, the United States Coast Guard, National Guard, or Reserve Forces.
- Successful completion of a background investigation including criminal, reference, employment, and neighborhood checks; polygraph; medical evaluation; and drug screening.
- Live within Hillsborough County or within Citrus, Hardee, Hernando, Lake, Manatee, Pasco,

Pinellas, Polk, Sarasota, or Sumter County as long as the residence is located within the 60-mile parameter of Falkenburg Road Jail at the time of appointment/employment (certified only).

The duties and responsibilities on this job description represent the essential functions that an employee must be able to satisfactorily perform with or without reasonable accommodations. Reasonable accommodations shall be made upon request to enable employees with disabilities to perform the essential functions of their job, absent undue agency hardship. The Sheriff's Office retains the right to change or assign other duties to this job as necessary.

PREFERRED QUALIFICATIONS

- Possession of a business analysis certification such as Certified Business Analysis Professional (CBAP) or Certification of Capability in Business Analysis (CCBA).
- Possession of a project management certification such as Certified Associate in Project Management (CAPM) or CompTIA Project Plus (Project+).
- Experience with public safety and/or law enforcement environments.
- Experience working with senior level administrators/managers within an organization.
- Experience communicating with technical and non-technical teams gathering feedback, problem solving, and communicating clearly on all levels.
- Proficient in vendor relationship management.
- Knowledge and experience with government procurement processes.