

IT BUSINESS EFFICIENCY ANALYST

DEFINITION

The IT Business Efficiency Analyst assists branch directors and the division head in reviewing and reorganizing IT business processes, identifying and documenting customer service goals, and escalating persistent IT issues to the appropriate branch. Collects and compiles data from the Help Desk system and customer service questionnaires to improve operational efficiency and tracks and monitors change management items using the IT Service Management application.

TYPICAL DUTIES

Focuses on execution of process improvement and design initiatives aimed at improving customer service, reducing cost, and creating capacity.

Provides concepts and business case proposals to client groups for decision-making.

Develops SQL queries and reports to analyze Help Desk System efficiencies.

Develops application enhancements, and maintains databases based on current and future business needs.

Develops test plans, writes test documentation, and performs tests to insure integrity of the application when enhancements are implemented.

Adds, deletes or modifies information in the HELP DESK system, as a result of FAQ, questionnaires, changes in policy or procedures, or installation of new technology.

Designs and develops reports for management served by HELP DESK system and for distribution to division management.

Assist in the collection and consolidation of required information and data related to cellular customer usage and cellular plans and conducts cost analysis to determine efficiencies.

Conducts studies on cost-efficiency and best practices as it relates to various maintenance agreements for vendors providing technology services.

Assists management in preparing customer service evaluation questionnaires and sends the questionnaires to District employees.

Compiles and analyzes data from IT service management reports and compares and integrates this data with key performance indicator data from the HELP DESK system and prepares reports for management.

Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

The IT Business Efficiency Analyst reviews HELP DESK reports, business processes and procedures, and provides maintenance for change management.

The Deputy Director of Information Technology, Customer Support administers and coordinates the development and implementation of customer service and support activities.

The IT Customer Support Supervisor is responsible for performing daily operation functions including problem escalation and service level reporting, and coordinating service requests.

SUPERVISION

General supervision is received from the Deputy Director of Information Technology, Customer Support or other higher-level administrator. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

Various office software applications, including MS Project, Word, Excel, Access, PowerPoint™, and CRM applications
Java, Cold Fusion, or SQL
Key business activities which rely on automation
IT services and how they are provided
Best Customer Service practices and the measurement (metrics) of those practices
General office and business practices and procedures
Basic HTML

Ability to:

Recommend data-driven business process solutions
Exercise strong problem solving and analytical skills
Create test plans and supporting documentation
Organize implementation strategies and implement projects
Work in an application production support environment
Work independently, exercise initiative and good judgment
Plan, organize, track and coordinate work to meet deadlines
Operate office computers and other office machines, including copiers and scanners
Create reports for management by working with figures rapidly and accurately
Organize files and maintain accurate records
Prepare reports and graphical presentations
Work effectively with other District employees, students, and the public
Listen effectively to end users
Clearly communicate business needs to management
Exhibit professionalism, positive attitude, and flexibility

Special Physical Requirements:

Effective hearing and speaking to listen and address customers' concerns promptly

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university, preferably with a degree in computer information systems or business information systems.

Qualifying experience beyond that required may be substituted for the required education on a year-for-year basis, provided that evidence of graduation from high school or equivalent educational proficiency is demonstrated.

Experience:

Two years of experience in the analysis of data using application tools or in a professional-level position reviewing, analyzing, and preparing recommendations in technology related business processes, methods, and procedures. Certification or equivalent work experience in two of the following: Networking (WAN, LAN), MS Windows Office application, MS Office, Apple Macintosh hardware/software, MS Exchange & Outlook, Web browser (Internet Explorer and Netscape) is preferable. Experience with Oracle Data Base and hotline or help desk experience preferred.

Special:

A valid California Driver License.
Use of an automobile.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

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JAP