

## IT BUSINESS EFFICIENCY ANALYST

### DEFINITION

The IT Business Efficiency Analyst assists branch directors and the division head in reviewing and reorganizing IT business processes and identifying and documenting customer service goals. 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 help-desk software.

### 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 customer service satisfaction questionnaires 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 Senior IT Customer Service Support Representative 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. Requirements are representative of the minimum level of knowledge, skill and/or abilities. Management retains the discretion to add or change typical duties of a position at any time.

Revised  
05-04-11  
JJ