

# County of Berks

## POSITION DESCRIPTION FORM

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<b>Position Title</b>	<u>Business Process Analyst</u>		
<b>Department</b>	<u>Information Systems</u>	<b>Reports To (Title)</b>	<u>Development Services Manager</u>
<b>Effective Date</b>		<b>Revision Date</b>	<u>8/2013</u>
<b>Wage Category:</b>	<input checked="" type="checkbox"/> <b>Exempt</b>	<input type="checkbox"/> <b>Non-Exempt</b>	
<b>EEO-1 Category</b>		<b>Union Classification</b>	<u>N/A</u>

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### POSITION SUMMARY:

The Business Process Analyst will identify and implement opportunities for process improvement through technology. The Business Process Analyst will be responsible for re-engineering inefficient process and work flows. The Business Process Analyst will document before and after use cases for technology implementations. The Business Process Analyst will produce tangible plans to aid in the translation of business objectives into functional requirements and solution design. The Business Process Analyst will measure performance against process requirements and align improvement projects. The Business Process Analyst will identify the risks, timeframe and the cost of re-engineering. Additionally, this position supports the implementation of new functionality based upon business needs and provides project management/administration to these special projects.

### POSITION RESPONSIBILITIES:

#### ***Essential Functions***

Objectively analyzes operational situations in various work environments, and develops / makes recommendations for improvements to processes.

Analyzes, plans and implements routine operational process improvement plans.

Supports long-term planning sessions to improve business processes, generally involving use and improvement of information systems and goals.

Assists in the identification and communication of process improvement needs

to ensure stakeholder needs are met in a timely manner.

Provides consultation on the use of routine re-engineering techniques to improve process performance and product quality.

Deploys plans from conception through closing on routine aspects of re-engineering projects.

Develops routine metrics that provide data for process management and indicators for future improvement opportunities.

Collects data to identify root cause problems.

Measures performance against process requirements, aligning improvement projects to close performance shortfalls.

Assists management in the assessment of degree of risk impact, timeframe, and cost of re-engineering required to achieve the desired future state.

### ***Non-Essential Functions***

None

### **MINIMUM EDUCATION AND EXPERIENCE:**

1. Bachelor's degree or equivalent in business, operational management or related field.
2. One (1) year of business process re-engineering experience in an organization committed to continuous process improvement.
3. One (1) year of experience in programming or database administration.

### **MINIMUM KNOWLEDGE, SKILLS AND ABILITIES:**

1. Excellent verbal and written communication skills.
2. Ability to conduct customer interviews to identify needs, requirements and current state processes.
3. Must be a dynamic and self-starting individual, able to work as part of a team or independently, with strong organizational skills.
4. Strong prioritization skills and ability to adapt to change.
5. Intermediate to advanced proficiency in MS Office applications: Word, Excel, PowerPoint, Visio, and Project.
6. Ability to work in a high pressure and dynamic environment.
7. Ability to analyze and objectively evaluate complex work flows.

### **PHYSICAL DEMANDS:**

Occasionally must lift and carry computer and peripheral equipment, weighing up to 20lbs, short distances with a limited amount of bending, crouching, crawling, stretching.

**WORKING ENVIRONMENT:**

Most work is performed in a normal office environment. A very small percentage (<2%) of work may be performed in confined spaces that may be dusty, damp and/or dirty.

*This position description serves as a guideline for communicating the essential functions and other information about the position to the applicant/employee. It is not intended to create a binding employment contract nor cover every detail of the position and may be changed where appropriate.*

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**ACKNOWLEDGEMENT OF RECEIPT OF POSITION DESCRIPTION**

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*Signature of Employee*

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*Date*

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*Signature of Supervisor*

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*Date*

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