King County
Classification Specification

7304300
# FUNCTIONAL ANALYST III

## Class Summary

The responsibilities of this classification include providing advanced functional analysis for complex systems by gathering, refining and translating business requirements into technical specifications, designing and mapping system interfaces, developing project and system integration test plans, and monitoring systems functionality. Incumbents act as a liaison between end-users and information technology analysts and vendors in functional analysis, design, configuration, testing and maintenance of applications to ensure optimum system performance. Incumbents may lead same or lower level staff.

## Distinguishing Characteristics

This classification is the third (senior) level of a four level Functional Analyst series. Incumbents are consistently assigned the most complex functional analysis, systems integration, and projects with significant consequence to an organization requiring advanced technical competency and understanding of client's business needs. Incumbents are management recognized experts on enterprise, community wide or other complex systems with multiple distinct functions used by multiple organizations. Complex systems have numerous separate functions with inter-dependencies on other systems requiring coordination, review, and analysis to determine the impact on production processes and ramifications of changes across applications. These systems include three or more distinct functions/modules such as payroll, retirement, human resource records, customer service management, maintenance records, asset management, or inventory; and are described as having multiple systems interfaces and touch points and significant data processing and data extraction requirements.

Functional Analyst III's are distinguished from the next higher level in that the Functional Analyst IV is a staff supervisor level for the series. They are distinguished from the Application Developers and IT System Specialists in that they generally do not perform programming duties and are not required to have programming knowledge and skills.

## Examples of Duties (May vary by position)

1. Analyze and design system functionality. Gather, define, map, refine, and translate complex system requirements into functional specifications. Document findings and specifications, design system interfaces, and develop system integration test plans; propose efficiencies and business process improvements.
2. Monitor system functionality. Troubleshoot, track, resolve and document significant system problems and issues requiring advanced technical expertise. Act as technical expert in solving referred issues from less experienced staff.
3. Design and test systems. Develop and test data models, application modifications, reports, and other related application functions. Analyze and test proposed system interfaces, enhancements, and upgrades prior to implementation. Develop acceptance criteria.
4. Establish change management processes. Facilitate complex system changes; identify, analyze, and prioritize system change requests; assess potential system-wide impacts of proposed module configuration changes.
5. Prepare system documentation. Draft business cases, complex technical analysis and flow documentation, conduct gap and cost/benefit analyses; conduct conceptual review working closely with IT management in the development of these materials.

6. Lead and facilitate project teams. Prepare and update project plans. Facilitate and lead strategic planning and process improvement teams in support of systems and participate as a key member on upgrade or new system acquisition team. Participate in vendor management and package selection utilizing expertise in functional analysis.
7. May lead multiple career service employees. Assign and check work, train new employees, recommend discipline to supervisor and participate in the performance appraisal process.
8. Perform other duties as assigned.

## Knowledge/Skills (May vary by position)

Advanced knowledge and understanding of client organizational business systems and practices, business systems integration and design, work flow analysis and process re-engineering

Knowledge, understanding and skill in the application of complex functional analysis, automated systems testing procedures, data conversion analyses, design, and troubleshooting applications

Advanced skill in relational databases, automated systems data modules, table relationships, and views

Skill in using report and query writing languages and writing complex system documentation and technical reports

Skill in researching and making recommendations, conclusions and decisions

Skill in interpreting complex instructional manuals, guidelines, and procedures

Skill in using common desktop workflow tools, including but not limited to Microsoft Office Suite: Excel, Power Point, Visio, Word, and Access

Skill in analytical thinking, problem solving, resolving conflicts and bringing others to consensus

Skill in planning, organizing and time management

Skill in applying project management principles and practices

Skill in oral and written communication including conducting technical training and presentations

Skill in providing customer service and training

Skill in handling multiple competing priorities and producing quality detailed work within tight timeframes

Skill in working effectively and cooperatively with a variety of individuals from diverse backgrounds

## Licensing, Certification, and Other Requirements

Some licenses, certifications and other requirements determined to be necessary to meet the business needs of the employing unit may be required.

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| **FLSA Designation** | **Exempt (Administrative)** |
| **Levels within same series** | Functional Analyst I, II, III, IV |
| **Class History** | Created 10/2002 |
| | Updated 2/2003 |
| | Updated 10/2007 Changed font and format |
| | Updated 11/2008 Added supervisor level; updated class summary, distinguishing characteristics, examples of duties and knowledge/skills |