Class Summary

The responsibilities of this classification include performing day to day supervision of a group of Functional Analysts and ensuring performance and work products meet the goals and objectives of the unit. Incumbents also act as an expert resource to staff and manage complex projects.

Distinguishing Characteristics

This is the fourth (supervisor) level of a four-level classification series. The Functional Analyst IV supervises lower level staff and is responsible for the work output of the unit. Incumbents plan, organize, schedule and coordinate daily work activities, prepare work schedules and staffing plans, participate in employee selection, discipline and termination actions; prepare and give performance appraisals, approve leaves and monitor work for quality and to ensure customer satisfaction.

Examples of Duties (May vary by position)

1. Supervise assigned staff by performing the following personnel responsibilities: training, staff selection, recommending and/or implementing disciplinary actions, responding to grievances, recommending termination and assisting with labor relations issues. Evaluate and document work performance formally and informally; coach, counsel, monitor and motivate assigned staff.

2. Manage complex projects that involve other departments, agencies and jurisdictions. Communicate with stakeholders on system processes, applications, and modifications.

3. Represent the unit on enterprise projects and management team.

4. Provide oversight in identifying, evaluating, and prioritizing system changes based on design requirements and functional specifications.

5. Develop and recommend policies and procedures; create and implement new processes to increase efficiency of the unit.

6. Maintain discipline of the work unit, including recommending disciplinary action and/or termination. Investigate grievances.

7. Resolve problems with vendors and/or customers that have escalated to the higher level.

8. Identify and recommend training for staff; develop training plans.

9. Monitor requests for system changes and customization. Review and approve proposed system interfaces, enhancements, and upgrades prior to implementation.

10. Participate in vendor management and software package selection utilizing expertise in functional systems analysis.

11. Lead and collaborate with Functional Analysts in tracking and resolving system problems and issues requiring advanced technical expertise of the system or product.

12. Facilitate and lead strategic planning and process improvement teams in support of systems.

13. Resolve complex system problems; develop solutions for the most complex and critical production problems.

14. Perform other duties as assigned.

Knowledge/Skills (May vary by position)

Knowledge of supervisory techniques and principles

Advanced knowledge of and skill in functional areas, modules, and complex systems

Advanced knowledge of and skill in report and query writing languages, table relationships, and views

Advanced knowledge of and skill in relational databases and data models

Advanced knowledge of and skill in automated systems testing procedures, data conversion analysis, transaction processing, and troubleshooting applications

Knowledge of organizational business practices, work flow analysis, business systems design, process re-engineering, systems testing procedures and troubleshooting applications

Skill in verbal and written communication

Skill in analysis and problem solving

Skill in interpreting instructional manuals, guidelines, and procedures

Skill in developing effective recommendations on full range of issues involving the analysis of functional modules and automated systems

Skill in decision-making

Skill in making presentations before groups and committees

Skill in working effectively and cooperatively with staff and officials

Skill in customer service

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.

FLSA Designation	**Exempt (Administrative)**
Levels within same series	Functional Analyst I, II, III and IV
Class History	Created 6/2008