

# County of Santa Cruz

INVITES YOU TO APPLY FOR:



## IT BUSINESS SYSTEMS ANALYST

Supplemental Questionnaire Required

Open and Promotional  
Job # 24-FF5-02

Salary: \$7,921 – 10,615 / Month

Closing Date: Friday, December 20, 2024

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### County Equity Statement

*Equity in action in Santa Cruz County is a transformative process that embraces individuals of every status, providing unwavering support, dignity, and compassion.*

*Through this commitment, the County ensures intentional opportunities and access, fostering an environment where everyone can thrive and belong.*

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**THE JOB:** Under general supervision, partner with business and technical stakeholders to understand the business needs and suggest technology solutions while maintaining trusted relationships. Manage projects through complete lifecycle, from initial requirements gathering through change management and stabilization. Manage PMO processes and lead change management efforts in organizational adoption of PMO processes. Manage business and vendor relationships; participate in RFP and contract development and negotiation. Plan, design, develop, and implement business, financial, and/or operations systems in support of core organizational functions and business processes, including gathering and analyzing data in support of business cases, proposed projects, and systems requirements; generate and compile reports based on the findings, complete with probable causes and possible solutions to systems issues; and perform other work as required. The ideal candidate would have deep experience with project management and PMO operations, as well as a wide range of business technology solutions. **The list established will be used to fill the current vacancy and it may also be used to fill other vacancies during the life of the eligible list.**

**THE REQUIREMENTS:** Any combination of training and experience that would provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

A Bachelor's Degree from an accredited college in business or public administration, computer science, accounting, management information systems or a related field **AND** two years of experience managing complex business projects, which must have included one year of project management responsibility that



involved: design and/or implementation for small and medium business information applications; operation and analysis of database hardware, software, and standards; and the use of data retrieval and reporting methodologies. Some positions may require experience with state-mandated data systems. Additional qualifying experience may substitute for education on a year-for-year basis.

**Special Requirements: License: Background Investigation:** Some positions may require fingerprinting and/or background investigation. **License:** Possession and maintenance of a California Class C Driver License. **Other Special Requirements:** Availability to work irregular hours, which may include evenings, nights, weekends, and holidays.

**Knowledge:** Thorough knowledge of the principles, practices, methods, and techniques used in overseeing the design, development, and/or implementation of software and hardware solutions, systems, or products; principles and methods of developing, modifying, and maintaining electronic records management systems; principles, practices, methods, and techniques used in extracting and importing data for use in report software, spreadsheets, graphs, and flow charts. Working knowledge of principles and practices of project management on business implementation or change management projects; methods of long-term strategic management and technical planning; business and financial best practices; policies, practices, and standards of the organizational functions and business processes supported in the assignment; methods and techniques of developing and monitoring project budgets; principles, practices, and methods of training and mentoring. Some knowledge of technology infrastructure, including networking, PCs, servers, SAN, and virtual servers; and Network and PC operating systems.

**Ability to:** Manage complex projects using project management methodology; assess and analyze information systems needs in support of core organizational functions and develop systems solutions to meet those needs; identify and establish scope and parameters of systems analysis in order to define outcome criteria and measure-taking actions; extract data from various systems and organize data according to business reporting needs; prepare clear and concise administrative and technical reports; communicate effectively, both orally and in writing; communicate ideas, system requirements, and design specifications in both technical and user-friendly language; apply the principles of business or public administration and marketing; coordinate and manage large groups of people from various business units or departments in the development of change management and business re-engineering projects; work closely with technical and business managers and staff; respond to requests and inquiries from external groups, citizens, and business and automated system users; employ high levels of independent judgment and decision making in the process of problem resolution; establish and maintain effective working relationships with those contacted in the course of work; conduct research into systems issues and products; utilize analytical, mathematical, and creative problem-solving skills; and prioritize and execute tasks.

**THE EXAMINATION:** Your application and supplemental questionnaire will be reviewed to determine if you have met the education, experience, training and/or licensing requirements as stated on the job announcement. If you meet these criteria and are one of the best qualified, you may be required to compete in any combination of written, oral and/or performance examinations or a competitive evaluation of training and experience as described on your application and supplemental questionnaire. You must pass all components of the examination to be placed on the eligible list. The examination may be eliminated if there are ten or fewer qualified applicants. If the eligible list is established without the administration of the announced examination, the life of the eligible list will be six months and your overall score will be based upon an evaluation of your application and supplemental questionnaire. If during

those six months it is necessary to administer another examination for this job class, you will be invited to take the examination to remain on the eligible list.

**HOW TO APPLY:** Apply online at [www.santacruzcountyjobs.com](http://www.santacruzcountyjobs.com) or mail/bring an application and supplemental questionnaire to: Santa Cruz County Personnel Department, 701 Ocean Street, Room 510, Santa Cruz, CA 95060. For information, call (831) 454-2600. Hearing Impaired TDD/TTY: 711. Applications will meet the final filing date if received: 1) in the Personnel Department by 5:00 p.m. on the final filing date, 2) submitted online before midnight of the final filing date.

**Women, people of color and people with disabilities are encouraged to apply. If you have a disability that requires test accommodation, please call (831) 454-2600.**

To comply with the 1986 Immigration Reform and Control Act, Santa Cruz County verifies that all new employees are either U.S. citizens or persons authorized to work in the U.S.

### **IT BUSINESS SYSTEMS ANALYST – SUPPLEMENTAL QUESTIONNAIRE**

The supplemental questions are designed specifically for this recruitment. Applications received without the required supplemental information will be screened out of the selection process. Employment experiences referred to in your response must also be included in the Employment History section of the application.

**NOTE: Please answer the question(s) below as completely and thoroughly as possible, as your answer(s) may be used to assess your qualifications for movement to the next step in the recruitment process.**

1. Describe your experience with IT project management. Specify the types of projects you managed, customers/agencies involved, size of the projects, and any project management methodologies/tools you have used. Please specify any project management certifications you may have obtained.
2. Describe your experience with Project Management Office (PMO) operations. Specify the type and structure of the PMO and your specific role within it.
3. Describe your experience supporting enterprise IT systems, either on-premises, or SaaS. Include any experience with reviewing contracts and managing vendors. Please be specific as to solutions you worked with.
4. Describe your experience analyzing and documenting business processes and business needs, including writing formal Business Requirements Document (BRD). Please provide examples of the business processes and be specific about the tools you used.

**EMPLOYEE BENEFITS:**

**VACATION** – 16 days 1<sup>st</sup> year, increasing to 31 days per year after 15 years of service. Available after 1 year of service.

**ADMINISTRATIVE LEAVE** – One week advanced upon appointment; two weeks accrued each year; can be taken in cash or time off.

**HOLIDAYS** – 14 paid holidays per year.

**SICK LEAVE** – Six days per year.

**BEREAVEMENT LEAVE** – 3 days paid in California, 5 days paid out-of-state.

**MEDICAL PLAN** – The County contracts with CalPERS for a variety of medical plans. For most plans, County contributions pay a majority of the premiums for employees and eligible dependents.

**DENTAL PLAN** – County pays for employee and eligible dependent coverage.

**VISION PLAN** – The County pays for employee coverage. Employee may purchase eligible dependent coverage.

**RETIREMENT AND SOCIAL SECURITY** – Pension formula 2% at age 60 or 2% at age 62 as determined based on provisions of the CA Public Employees' Pension Reform Act of 2013(PEPRA). Pension benefit determined by final average compensation of three years. County participates in Social Security.

**LIFE INSURANCE** – County paid \$50,000 term policy. Employee may purchase additional life insurance.

**LONG TERM DISABILITY PLAN** – Plan pays 66 2/3% of the first \$13,500, up to \$9,000 per month maximum.

**DEPENDENT-CARE PLAN** – Employees who pay for qualifying child or dependent care expenses may elect this pre-tax program.

**H-CARE PLAN** – Employees who pay a County medical premium may elect this pre-tax program.

**HEALTH CARE FLEXIBLE SPENDING ALLOWANCE (HCFSA)** – Employees may elect this pre-tax program to cover qualifying health care expenses.

**DEFERRED COMPENSATION** – A deferred compensation plan is available to employees.

**Note: Provisions of this bulletin do not constitute an expressed or implied contract.**

**County of Santa Cruz**

[www.santacruzcountyjobs.com](http://www.santacruzcountyjobs.com)

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