Job Title:	Business Analyst/IT Planner
Department:	Health & Human Services
Classification:	7
Reports to:	HHS Director
Supervises:	No
Normal Business Hours:	Monday – Friday, 8:00 AM – 4:30 PM
Telecommute:	By exception
Union:	Yes
FTE Status:	1.0 Full Time Equivalent
Last Reviewed:	08/2024

Nature of Work:

This position builds proactive relationships with management and staff, develops an in-depth understanding of business. Manages the implementation, maintenance, enhancement, and technical support of Health and Human Services business software systems and data used for analysis, planning, and communication. Assists with strategic planning by identifying opportunities, recommending new, improved processes and technologies as it relates to Health and Human Services business needs. Assists with specification and budget development. Works with IT staff to implement, change or resolve technology problems. Provides technical and analytical support for assigned software and hardware.

Communicates with:

Internally – All HHS and IT staff.
Externally – State/county/city entities and vendors.

Supervision:

None

Essential Work Functions:

- Develops relationships and serves as a liaison with vendors and County Information Technology staff to understand Health and Human Services business needs as they relate to system solutions and provides support to successfully utilize these systems.
- Evaluates alternative solutions and coordinates with resources to produce solutions. Follows up with vendors and/or other IT staff on progress of solutions and keeps departments informed of progress.
- Serves as primary point of contact for State DHS and PH Systems and their updates. Supports staff in the use of all software programs used within the HHS department and serves as primary security liaison for State DHS and PH systems. Requests staff access and completes annual audit of system users.
- Tracks departments' Civil Rights, Ethics, HIPAA and FTI data practices and security course annual certification, ensuring agency-wide compliance required to access specific DHS Systems. Tracks and logs the successful completion of required trainings and certification.
- Anticipates the technology needs of the Health and Human Services and budgets annually for these needs.
- Recommends changes relating to policy, systems, equipment, and technology changes to Management Team members in the area of technology.
- Works with County IT Department and vendors to schedule and plan hardware and software rollouts.
- Serves as Project lead within the department, including cost effectiveness, planning/scheduling, organizing and successful completion.

- Creates and tests new processes and procedures for effectiveness and ease of use in software applications by HHS users. Meets with system owners and end users to define business, financial, operations requirements and system goals.
- Supports the HHS webpages and internal department posting system. Including but not limited to, content updates, social media posting, and monitoring content. Reviews website on a regular basis.
- Manages department's technology related devices and software.

Other Work Functions
- Performs related work as required.
- Attend continuing education and training opportunities.

Minimum Qualifications of Education and Experience:
- Requires two years of formal training in tech or associate degree.
- Two (2) years of experience required.
- Ability to pass all position required background(s) and testing(s).

Knowledge, Skills, and Abilities Required:
- Ability to manage time productively.
- Valid MN driver's license.
- Experience working with O365.
- Ability to communicate effectively, both orally and in writing.
- Ability to follow data practices requirements regarding confidentiality and privacy
- Ability to establish and maintain effective working relationships.
- Highly self-motivated and directed.
- Strong organizational skills.
- Excellent attention to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Able to work in a team-oriented, collaborative environment.

Persons with disabilities:
The above is a general listing of job duties. Essential and non-essential functions may vary by individual position. Reasonable accommodations may be available for both essential and non-essential job duties.

Physical Demands and Work Environment:
In compliance with Americans with Disabilities Act, the following represents the Physical and Environmental Demands:

Exposed to:	24% or Less	25% - 49%	50%- 74%	75% or more
Office environment				X
Sitting, standing			X	
Walking, reaching, pulling		X		
Typing/data entry			X	
Talking, hearing			X	
Close and distance vision		X		
Moderate (Under 60 pounds of force)		X		
Challenging or threatening behaviors	X			
Work with high detail/deadlines		X		

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. The Board of Commissioners, County Administrator and/or the Department Head retains the discretion to add duties or change the duties of this position at any time.

Morrison County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodation to qualified individuals and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee Name: _____

Employee Signature: _____ Date: _____