

FRANKLIN COUNTY DATA CENTER
Job Posting: **Business Process Analyst**

ANNUAL SALARY RANGE: \$55,047- \$71,562 **Excellent Benefits Package

SUMMARY

The Business Process Analyst is responsible for providing technical research data analysis and other human resources support for Franklin County Data Center (FCDC). This role will be responsible for providing data in support of optimizing HR program performance. Leveraging other County, State and private-sector entities, the Business Process Analyst will conduct research on human capital trends within the field of information technology and will make recommendations based on findings. The Business Process Analyst will provide HR generalist support for the human resources division of FCDC. The role requires a high-energy, detail-oriented professional with excellent research, analysis, content management, problem-solving, communication and technology skills. Must successfully complete a 180-day probationary period.

ESSENTIAL DUTIES AND RESPONSIBILITIES - Other duties may be assigned.

- In conjunction with FCDC's Director, Human Resources, assist in developing a FCDC HR reporting framework aligned with strategic and functional business needs.
- Develop, or implement, and maintain a performance metrics dashboard for HR programs, ensuring accurate and timely reporting of key performance indicators (KPIs).
- Perform technical research and analysis of data related to human capital programs including talent acquisition, performance management and workforce planning for purpose of reporting recommendations that support optimization and efficiency.
- Provide regular and ad-hoc report of findings ensuring that relevant industry resources are utilized and that data collection is accurate.
- Utilize data to identify HR systems optimization opportunities evaluating payroll processing, training and travel workflow, performance evaluation and other systems. Perform research of existing state and local government enterprise systems and make recommendations based on partnership opportunities.
- Examine effective methods of conducting job-related candidate testing, reporting findings and recommendations.
- Assist in the implementation of service management tools for the FCDC HR division, monitoring project deliverables against project plans. Measure and report effectiveness of tools. Monitor and document post-implementation problems and revision requests for the project teams.
- Process Human Resource Information System (HRIS) data entry including payroll processing and training travel requests, as required. Seek process improvement opportunities, reporting findings.
- Assist with recruiting, onboarding/offboarding of new hires and other day-to-day human resources tasks, as needed.
- Assist with the management of FCDC's records retention, serving as a subject matter expert on, and point of contact for, FCDC records retention in compliance with Ohio Revised Code and Ohio Historical Society.
- Evaluate and refresh HR standard operating procedures (SOPs) ensuring accuracy and currency, under the guidance of Director, Human Resources.

SUPERVISORY RESPONSIBILITIES

Business Process Analyst

May be required to supervise staff members and provide coaching and/or guidance to Data Center employees relating to customer experience issues.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Data driven with a strong analytical background.
- Demonstrated metrics reporting experience.
- Exceptional attention to detail.
- Strong technical proficiency and previous experience in a fast-paced IT organization preferred.
- HRIS experience preferred.
- Must have ability to uphold confidentiality with sensitive information.
- Prior experience managing competing priorities and meeting deadlines.
- Strong business management and execution skills.
- Excellent writing and verbal communication skills.

EDUCATION and/or EXPERIENCE

Bachelor's degree in HR, Business or IT field is strongly preferred. Human Resources experience or certification a plus. Three to five years of experience working in an Information Technology service environment is preferred. Advanced level proficiency in Microsoft Office Suite is also preferred.

LANGUAGE SKILLS

Ability to read, analyze, and interpret common technical journals, financial reports, and contract documents. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to top management, public groups, and/or boards of directors.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

CERTIFICATES, LICENSES, REGISTRATIONS

Professional in Human Resources (PHR) certification is strongly preferred.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Business Process Analyst

While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and depth perception.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Employee, in this FLSA Exempt position, may be required to work extra hours including nights, weekends, and holidays as necessary to meet job requirements.

Data Center Benefits Summary:

**Medical, Vision, Life, Mental Health, Direct Deposit, Credit Union, Deferred Comp, Retirement,
Sick and Vacation Accrual, Tuition Reimbursement**

Send resume, references, and salary requirements to:

FRANKLIN COUNTY DATA CENTER

Attn: Jessica Wilkins-Bibbs, Director, Human Resources

373 S. High St. 9th Floor Columbus, OH 43215-4599

fcdcjobs@franklincountyohio.gov

EOE

No Fees