



## DHS/DCSS – Business Analyst (IT Support Specialist 3) – Fulton County

### Job Number:

00151539

**Job Posting:** January 12, 2017

**Closing Date:** January 26, 2017

**Primary Location:** GA-Fulton-Atlanta

**Number of Openings:** 1

**Job:** Information Technology

**Shift:** Day Job

**SALARY:** Pay Grade: K

**Salary:** \$36,000.00

Current Georgia state government employees will be subject to State Personnel Board rule provisions.

The Georgia Department of Human Services (DHS) provides a wide range of human services designed to promote self-sufficiency, safety and well-being for all Georgians. The department is one of the largest agencies in state government with an annual budget of \$1.8 billion and nearly 9,000 employees. DHS is comprised of three Divisions: the Division of Aging Services, the Division of Child Support Services, and the Division of Family and Children Services.

The Georgia Department of Human Services (DHS), Division of Child Support Services (DCSS) is seeking candidates for the position of **Business Analyst**. This position is based at 2 Peachtree Street, Atlanta, Fulton County, GA.

DCSS is the division within DHS that enhances the well-being of children by locating non-custodial parents; establishing paternity and support orders; enforcing and modifying support obligations; and collecting and distributing child support payments. This program promotes parent accountability and self-sufficiency while reducing the public responsibility for providing financial and medical support to children. DCSS also administers several outreach programs to include but not limited to Fatherhood, Strategic Outreach and Program Solving Court. All of these outreach initiatives are devoted to increasing non-custodial parental involvement in the child's life.

## **Job Summary & Responsibilities:**

Under limited supervision the **Business Analyst:**

- Gathers and performs the requirements necessary for User Acceptance Testing, prepares training materials, attends meetings and conferences and communicates effectively with stakeholders.
- Works closely with the Office of Information Technology and DCSS customers (Business unit).
- Conducts workshops and trains staff as needed.
- Provides status reports accurately and on-time.
- Performs other professional responsibilities as assigned by supervisor.

## **Core Competencies:**

- Knowledge of State Child Support Systems and processes highly desired
- Knowledge of IT software/systems such as relational database system, computer systems architecture, coding/programming concepts & reporting software
- Familiarity with Software Development Life Cycle (SDLC) and project management methodology
- Ability to work as a project lead on each project or tasks assigned by Business Resolution Team (BRT) Supervisor
- Ability to work in a fast paced office environment
- Must be able to meet deadlines, be aware of risks, gaps and provide mitigation plans and solutions
- Must understand and follow escalation processes
- Must be able to lead project meetings as needed
- Must be able to develop and maintain working relationships with internal customers and external vendors
- Must maintain a highly professional attitude at all times
- Excellent oral, written, analytical, research skills and interpersonal communication skills
- Strong proficiency in the use of Microsoft Office Suite and/or standard software applications typically used in a corporate office environment

## **Required Qualifications:**

- High school diploma or GED **and** two (2) years of education or experience in information security, privacy, system/network administration and support, or application development **and** training and experience necessary to independently provide technical support to computer users in an assigned office/geographic area.

## **Preferred Qualifications**

Preference will be given to candidates who, in addition to meeting the minimum qualifications, demonstrate some or all of the following skills/experience:

- Associates degree from an approved, accredited college or university in business or information technology (IT).
- Entry to mid-level IT knowledge and/or work experience required.
- Project management knowledge/experience preferred.

- Knowledge of Software Development Life Cycle (SDLC).
- Child support process and systems knowledge preferred.

**Benefits:**

In addition to a competitive salary, DHS offers a generous benefits package, which includes employee retirement plan; paid holidays annually; vacation and sick leave; health, dental, vision, legal, disability, accidental death and dismemberment, health and child care spending account. Visit <http://team.georgia.gov/> for more information.

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**Criminal Background Checks/Applicant Privacy Rights**

*All applicants may be subject to a drug screen and may be required to submit fingerprints to check for the existence of criminal history information through the Georgia Bureau of Investigation and the Federal Bureau of Investigation. Applicants have the right to challenge the contents of any criminal history record obtained for the purpose of employment with DHS. For an explanation of these rights, please read, "Applicant Privacy Rights" at: [http://qbi.georgia.gov/sites/qbi.georgia.gov/files/related\\_files/document/ApplicantPrivacyRights.pdf](http://qbi.georgia.gov/sites/qbi.georgia.gov/files/related_files/document/ApplicantPrivacyRights.pdf).*

*Due to the volume of applications received, we are unable to provide information on application status by phone or e-mail. All qualified applicants will be considered, but may not necessarily receive an interview. Selected applicants will be contacted by the hiring agency for next steps in the selection process. Applicants who are not selected will not receive notification. Former DHS employees must be eligible for rehire in order to be considered for the position.*

*This position is subject to close at any time once a satisfactory applicant pool has been identified.*

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