Human Resources
505.468.1500
415 Silver, 5th Floor
Albuquerque, New Mexico 87102
HR@bernco.gov
www.bernco.gov

Business Support Analyst

JOB CODE	JOB FAMILY	PROFILE
JCP102	**Financial Services**	**Business Support Analyst**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$47,445.00 - $74,901.00**	**November 5, 2026**

FUNCTIONAL AREAS

INFORMATION TECHNOLOGY

Performs professional duties related to the analysis, development, maintenance, and administration of computer hardware and software systems. Duties may include consulting with departmental customers to identify and analyze business functions that can be improved through new hardware or software solutions; translating business requirements into system deployments; performing systems maintenance and customer support; and other related duties as assigned.

PAYROLL

Performs professional duties related to the analysis, development, maintenance, and administration of payroll software systems. Duties may include assisting with routine payroll processes; maintaining, configuring, and monitoring software solutions; consulting with departmental customers to identify and analyze business functions that can be improved through new software solutions; translating business requirements into system deployments; performing systems maintenance and customer support; serving as a liaison for payroll-related system projects; and other related duties as assigned.

PLANNING AND DEVELOPMENT

Performs professional duties related to the analysis, development, maintenance, and administration of land management software systems. Duties may include maintaining, configuring, and monitoring software solutions; consulting with departmental customers to identify and analyze business functions that can be improved through new software solutions; translating business requirements into system deployments; performing systems

maintenance and customer support; serving as a liaison for land management software-related projects; and other related duties as assigned.

TREASURER'S OFFICE

Performs professional duties related to the analysis, development, maintenance, and administration of property tax and payment systems involving both hardware and software. Duties may include assisting with routine processes; maintaining, configuring, and monitoring hardware and software solutions; consulting with departmental customers to identify and analyze business functions that can be improved through new hardware or software solutions; translating business requirements into system deployments; performing systems maintenance and customer support; serving as a liaison for system-related projects; and other related duties as assigned.

YOUTH SERVICES CENTER

Performs professional duties related to the analysis, development, maintenance, and administration of data, reporting, and case management systems supporting Youth Services Center operations. Duties may include maintaining, configuring, and monitoring software solutions; consulting with departmental staff to identify and analyze operational and reporting needs; translating business and compliance requirements into system configurations and data workflows; performing system maintenance, data validation, and user support; coordinating with internal and external stakeholders; and other related duties as assigned.

Job Description

DUTIES AND RESPONSIBILITIES

FUNCTIONAL AREA

INFOMATION TECHNOLOGY

- Interacts with clients to analyze business requirements and recommends technology solutions; identifies and maps business processes; gathers user requirements.
- Writes, revises, and maintains computer programs based on established specifications using various programming languages and database platforms.
- Programs with object-oriented languages such as C#, VB.Net, JavaScript, or ASP.Net, using relational databases such as Oracle and SQL Server.
- Builds and maintains SQL queries; creates SQL stored procedures; develops SQL extract scripts to populate the data warehouse.
- Writes system design specifications; designs system flow diagrams, schematics, file structures, reports, forms, and menus; defines problems, desired output, and performance requirements.
- Coordinates with system programmers, network analysts, database administrators, and server administrators to implement new or modified application software.

- Designs, develops, and maintains websites, including navigation structure and application frameworks; creates database connections.
- Performs system quality assurance activities; tests, troubleshoots, and debugs issues using appropriate technologies; prepares and executes testing plans.
- Serves as the main client interface for application development projects; coordinates vendor activities for third-party software; ensures compliance with County specifications and resolves identified software issues.
- Conducts training on new applications or systems for users and/or IT staff.
- Provides professional systems support to application users.
- Handles sensitive and/or confidential records, plans, documents, or decisions with discretion.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

PAYROLL

- Maintains payroll and timekeeping systems for the County.
- Assists with bi-weekly, monthly, quarterly, and annual payroll processes.
- Creates various payroll and timekeeping reports.
- Analyzes needs, determines requirements, designs, configures, tests, implements, maintains, and enhances payroll and timekeeping systems; ensures fiscal accuracy.
- Tests software releases and upgrades for compliance with federal, state, and local laws; apply software patches as needed.
- Serves as liaison with software vendors and internal departments on payroll system matters.
- Collaborates with IT and Human Resources on timekeeping issues.
- Configures timekeeping systems to comply with relevant laws, policies, and agreements; ensures segregation of duties and compliance.
- Analyzes work methods; designs and implements best practices for payroll software utilization.
- Provides professional customer support for timekeeping software and related needs.
- Conducts training for users on applications, systems, and reporting features.
- Prepares documentation for processes, reports, correspondence, and procedures.
- Builds and maintains SQL queries; create SQL stored procedures; develops SQL extract scripts to populate the data warehouse.
- Performs quality assurance activities; tests and troubleshoots system issues; prepares and executes testing plans.
- Assists in developing payroll-related policies and procedures.

- Participates in committees and task forces; attends relevant meetings, conferences, and training.
- Handles sensitive and/or confidential records and information with discretion.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

PLANNING AND DEVELOPMENT

- Coordinates user support, system configuration, and data integrity for the land management system.
- Prepares and maintains system-generated reports and files.
- Responds to technical and administrative questions from internal and external users.
- Analyzes plans, determines requirements, designs, builds, tests, implements, maintains, and enhances land management systems; ensures fiscal accuracy.
- Tests software releases and upgrades to ensure operational continuity.
- Serves as liaison with land management software vendors; submits support requests.
- Configures systems to comply with County ordinances and planning regulations.
- Analyzes work methods; implements best practices for effective system use.
- Provides customer support by investigating and resolving system problems.
- Responds to public inquiries about building permits and other planning/zoning processes.
- Conducts training on new and existing applications and systems.
- Prepares documentation for processes, reports, correspondence, and procedures.
- Assists with data entry, case processing, mapping, addressing, reporting, and other departmental data needs.
- Performs quality assurance activities; tests and troubleshoots issues; executes testing plans.
- Completes special projects related to departmental functions as assigned.
- Coordinates plat intake and addressing tasks, including new addresses, changes, and street name updates.
- Handles sensitive and/or confidential records and information with discretion.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

TREASURER

- Analyzes plans, determines requirements, designs, builds, tests, implements, maintains, and enhances financial and property tax software systems.

- Builds and maintains SQL queries; creates SQL stored procedures; develops SQL extract scripts to populate the data warehouse and maintain reports.
- Serves as the main interface for application development projects; coordinates with vendors; communicate project status and issues to users; ensures County specifications are met.
- Analyzes business requirements and recommends technology solutions; maps business processes; gathers user input.
- Performs system quality assurance; tests, troubleshoots, and resolves issues; executes testing plans.
- Analyzes work methods; designs and documents best practices for effective software use.
- Configures and maintains countywide payment systems and related integrations, including online and merchant services.
- Executes routine financial processes to ensure data accuracy and regulatory compliance.
- Administers and monitors user access to software systems.
- Provides systems support for financial and property tax applications; investigates and resolves system problems.
- Conducts training for users and/or IT staff on new systems or applications.
- Completes special projects related to departmental functions as assigned.
- Handles sensitive and/or confidential records and information with discretion.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

YOUTH SERVICES CENTER

- Analyzes operational, compliance, and reporting needs for Youth Services Center programs; translates business requirements into data workflows, system configurations, and reporting solutions.
- Administers, configures, maintains, and supports youth services–related software systems, including case management, reporting, tracking, and compliance applications; manages user access and role-based permissions.
- Collects, reviews, validates, and reconciles data from multiple sources; ensures data accuracy, integrity, security, and confidentiality in accordance with County policies and applicable state and federal regulations.
- Builds, maintains, and optimizes SQL queries, stored procedures, and data extracts to support operational reporting, performance metrics, audits, grant reporting, and program evaluation.
- Prepares, validates, and maintains reports, dashboards, charts, tables, and data files for departmental leadership, funding agencies, regulatory bodies, and other stakeholders.
- Assists with the development, administration, and analysis of surveys and other data collection tools used for program assessment within detention and community-based programs.

- Performs quality assurance and testing activities, including data validation, system testing, troubleshooting, and testing of software releases, updates, and enhancements to ensure continuity and compliance.
- Serves as liaison between the Youth Services Center, Information Technology, and software vendors regarding system enhancements, upgrades, reporting needs, and support requests.
- Analyzes data workflows and work methods; develops, documents, and implements best practices to improve efficiency, accuracy, and effective system utilization.
- Provides professional system and data support to staff, including assistance with data entry standards, reporting tools, billing spreadsheets, grant-related reporting (including CYFD Continuum Grant requirements), and interdepartmental data-sharing initiatives.
- Supports data-related content, reporting features, or integrations for departmental websites and public-facing data resources as assigned.
- Conducts training for staff on data entry standards, reporting tools, system functionality, and best practices.
- Prepares and maintains documentation for data standards, system processes, reports, and procedures.
- Participates in committees, audits, inspections, and task forces related to youth services operations, data reporting, compliance, and program evaluation.
- Completes special projects and other job-related duties as assigned.
- Handles sensitive and/or confidential records and information with discretion.
- ***The above information is intended to outline the general nature and scope of the duties required for this position. It is not an exhaustive list and may vary depending on specific job assignments and responsibilities.***

MINIMUM QUALIFICATIONS

INFORMATION TECHNOLOGY

- Bachelor’s degree in Computer Science, Information Systems, or a related field.
- Zero (0) years of work experience.

Any equivalent combination of related education and/or experience may be considered for the above requirements.

PAYROLL

- Bachelor's degree in Business, Computer Science, Information Systems or a closely related field.
- One (1) year of increasingly responsible experience in payroll information systems or a closely related field.

Any equivalent combination of related education and/or experience may be considered for the above requirements.

PLANNING AND DEVELOPMENT

- Bachelor's degree in Business, Computer Science, Information Systems or a closely related field.
- One (1) year of increasingly responsible experience in land management information systems or a closely related field.

Any equivalent combination of related education and/or experience may be considered for the above requirements.

TREASURER

- Bachelor’s degree in a STEM-related ■eld (Science, Technology, Engineering, or Math) or Business Administration.
- Zero (0) years of work experience or 4 years of work experience administering the State of New Mexico property tax code or information system management.

Any equivalent combination of related education and/or experience may be considered for the above requirements.

SUPPLEMENTAL INFORMATION

SCREENING AND COMPLIANCE

The offer of this Bernalillo County position requires compliance with the following:

- Successfully complete the post-offer employment medical examination and background investigation.
- Comply with the safety guidelines of the County.
- Complete required FEMA training(s) as assigned to the position.
- Have a valid New Mexico driver's license by employment date and maintain a valid NM driver's license while employed in this position.

WORKING CONDITIONS

- Work is typically performed in an indoor office environment but occasionally requires travel to other locations.
- Work environments may include noise, dust, and/or unpleasant odors, and may occasionally require work in confined spaces.
- Occasional evenings, holiday, and/or weekend work may be required.

EQUIPMENT, TOOLS, AND MATERIALS

- Uses standard office equipment, including personal computers, multi-function printers, telephones, and related software and peripherals.

- May use specialized tools and software related to enterprise systems, databases, and application development or configuration.
- Operates a motor vehicle as required for job duties.