Human Resources
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Business Support Analyst Lead

JOB CODE	JOB FAMILY	PROFILE
JCP413	**Information Technology**	**Business Support Analyst Lead**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$69,451.00 - $109,720.00**	**November 5, 2026**

The Business Support Analyst Lead performs advanced, specialized professional work requiring technical expertise and a deep understanding of complex analytical procedures, programming, systems, and business processes and functions. Works with a significant degree of independent authority and judgment. Leads project teams or provides subject matter expertise in information systems analysis, including defining user requirements, conducting feasibility studies, designing systems, developing program specifications, performing testing, and supporting implementation.

Job Description

DUTIES AND RESPONSIBILITIES

- Coordinates with systems, network, and database administrators to implement application or system design specifications and ensure integration across multiple platforms and technologies; maintains effective communication with users regarding vendor activities, issues, timelines, and project status.
- Analyzes and evaluates computer network design, operating systems, and business requirements; consults with departmental personnel to identify opportunities for strategic network enhancements; designs system architecture, network infrastructure, and configuration solutions that align with organizational needs; develops and executes improvement plans.
- Serves as administrator for large and highly complex databases; researches and defines database environment requirements and specifications; determines integration needs to ensure interoperability across multiple platforms and technologies.

- Oversees the integrity and security of County networks and all related components, including hardware, software, and user access; monitors network activity for malicious behavior; filters threats; retrieves data for investigations; defines and maintains network and data security standards; performs computer forensics as authorized; researches emerging threats and implements new security products and procedures.
- Provides recommendations for hardware and software enhancements to support business goals; recommends and/or implements operating system modifications to optimize performance and resolve resource issues; develops and executes improvement plans.
- Serves as a technical expert within the assigned area; provides guidance and direction to professional staff; resolves complex technical issues; participates in strategic planning for system and application development or modification.
- Leads the work of subordinate IT staff within an assigned unit; directs the efforts of peers and team members on assigned projects to ensure successful execution.
- Prepares reports, correspondence, and technical documentation; participates in committees and task forces; attends meetings, conferences, and training sessions.
- Handles sensitive and/or confidential records, documents, and information with discretion and in accordance with confidentiality policies and standards.
- Performs other related duties as assigned. Position responsibilities may vary depending on the specific allocation and focus of the role.
- ***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.***

FUNCTIONAL AREA

INFORMATION TECHNOLOGY (IT)

- Provides customer support to departmental end users for application-related issues; offers guidance as necessary.
- Performs various application quality assurance activities such as testing, troubleshooting, and debugging application functionality to resolve issues.
- Creates and coordinates daily, weekly, and monthly proactive tasks to ensure consistent functionality and availability of applications and interfacing tasks/jobs.
- Maintains effective communication between vendors/consultants and departmental users to coordinate work, troubleshoot issues, and plan implementation of new functionality.
- Consults with departmental customers and stakeholders to identify business functions that may be improved through enhancements to existing applications or implementation of new hardware and/or software solutions.
- Gathers and analyzes user and business requirements; prepares technical documentation such as system design specifications, system flow diagrams, procedural plans, and testing plans; determines design and integration requirements.

- Coordinates design, development, integration, and implementation processes with system programmers, network analysts, database administrators, and server administrators to ensure interoperability across platforms and technologies.
- Conducts training on new applications or functionality for users and/or IT staff.
- Ensures application security and integrity by designing and implementing proper user access levels and managing software versions in compliance with auditor requirements, county policies, and state mandates.
- Serves as project manager for routine systems-related projects that are small to medium in scope and require limited staff and resources; performs other project management-related duties as assigned.
- Handles sensitive and/or confidential records, plans, documents, or decisions in accordance with applicable confidentiality policies and standards.
- Provides after-hours technology support as assigned.
- Performs other job-related duties as required or assigned.
- ***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

- Bachelor's Degree in Computer Science, Information Systems, or related field.
- Six (6) years of work experience performing development and analysis in a comparable complex information systems environment.

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

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SUPPLEMENTAL INFORMATION

PREFERENCES

ERP-SAP

- An understanding of, or previous experience in, one or more of the following business processes: Accounting, Budgeting, Purchasing, Treasury Management, Accounts Payable, Inventory Management, Accounts

Receivable, Plant Maintenance (work order system), Grants Management, Asset Accounting, or Segregation of Duties.

SCREENING AND COMPLIANCE

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

- Successful completion of a post-offer employment medical examination and background investigation.
- Adherence to all County safety guidelines.
- Complete all FEMA training(s) assigned to this position.
- Possession of a valid New Mexico driver's license by the date of hire and maintenance of a valid license while employed in this position.
- Complete required supervisor training, if applicable.

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, holidays, and/or weekend work may be required.

EQUIPMENT, TOOLS, AND MATERIALS

- Equipment typically used in the performance of office duties includes a telephone, computer keyboard, computer printer, photocopy machine, facsimile machine, and calculator.
- Materials and products handled in the course of performing essential duties include files, forms, reports, various other paperwork, and a wide variety of basic office supplies.