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

Business Support Analyst Senior

JOB CODE	JOB FAMILY	PROFILE
JCP326	**Information Technology**	**Business Support Analyst Senior**
PAY TYPE	**PAY RANGE**	**REVISION DATE**
Salary	**$61,339.00 - $96,866.00**	**November 9, 2026**

The Senior Business Support Analyst performs analysis, design, development, maintenance, and administration of computer hardware and software systems to meet business needs. Carries out functions such as monitoring and administering servers and related platforms; maintaining, configuring, and monitoring network and/or telecommunications infrastructure and related components; and/or maintaining and configuring Human Capital Management (HCM) systems to ensure business requirements are met.

PAYROLL/TIME-TRACKING

The Senior Business Support Analyst supports payroll accuracy and compliance through the administration and analysis of time-tracking processes and related system functionality. This role serves as the lead resource for time tracking as it impacts payroll, ensuring time entry, approvals, calculations, and system rules align with County policies and operational needs. This position also supports testing, troubleshooting, and maintenance of time-tracking functionality to promote accurate and compliant pay across complex operations.

Job Description

DUTIES AND RESPONSIBILITIES

GENERAL

- Acts as a liaison and consults with departmental customers and stakeholders to identify and analyze business functions that can be improved through enhancements to existing applications or the implementation of new hardware and/or software solutions.

- Translates business requirements into system deployments. Performs professional-level systems maintenance, customer support duties, and programs with object-oriented languages.
- Serves as a project manager over routine systems-related projects—small to medium in size—and requiring limited staff and resources. Performs other related duties as assigned.
- Investigates, analyzes, plans, determines requirements, designs, builds, customizes, tests, implements, maintains, and/or enhances a variety of hardware and software systems.
- Provides customer support to departmental end users for system-related software, hardware issues, and/or network needs or requirements. Interacts with clients to analyze system requirements and recommends technology solutions to improve operations. Offers guidance as necessary.
- Prepares technical documentation, procedural plans, reports, correspondence, and other documents.
- Serves as the main client interface on assigned technology projects that are small to medium in size and require limited staff and resources. Reviews recommendations with clients and receives approval to proceed; coordinates project activities with vendors and internal technology staff; maintains effective communications with users regarding vendor activities, problems, status, timelines, and other details; ensures compliance with County specifications and drives resolution of project-related issues; monitors project budget and scope to ensure they remain within agreed parameters; reviews final outcomes with clients to obtain sign-off that all work is completed according to requirements.
- Performs various system quality assurance activities; tests, troubleshoots, and debugs system issues using appropriate technology. Prepares and executes testing plans to validate functionality and resolve issues.
- Provides project-related data in accessible formats useful for planning and stakeholder needs.
- Coordinate design, development, integration, and implementation processes with system programmers, network analysts, database administrators, and server administrators to implement new or modified application software and ensure interoperability across platforms and technologies.
- Interacts with clients to analyze business requirements, recommend technology solutions, identify and map business processes, and gather user requirements.
- Participates in committees and task forces; attends meetings, conferences, and training sessions.
- Provides systems support to users of assigned applications.
- Provides after-hours technology support, as assigned.
- Handles sensitive and/or confidential records, plans, documents, or decisions while maintaining strict confidentiality of information.
- Performs duties as allocated based on the time spent on each function; not all duties listed may apply to a single position.
- ***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/TIME-TRACKING

- Serves as the subject-matter expert for time tracking as it impacts payroll accuracy, compliance, and downstream pay results in a highly regulated environment.
- Supports the administration of time-tracking processes and related system functionality to ensure employees are paid accurately and in compliance with applicable rules and policies.
- Acts as a liaison between Payroll, HR, Timekeepers, departments, and Information Technology to resolve time-tracking and payroll-related system issues and support business process needs.
- Reviews time entry, approvals, calculations, and retroactive adjustments to ensure alignment with CBAs, FLSA requirements, County policies, and payroll deadlines.
- Interprets complex business, labor, and payroll policies and applies them within Workday Time Tracking configuration and system processes.
- Occasionally performs system maintenance, testing, validation, and troubleshooting of time-tracking functionality and pay-related activities prior to payroll processing.
- Provides advanced customer support to departments and timekeepers for time-tracking issues, policy interpretation, and proper system usage.
- Prepares and maintains technical documentation, procedural guides, job aids, testing plans, and reports related to time-tracking and payroll systems.
- Handles sensitive and confidential employee, payroll, and labor-related records with discretion and strict adherence to confidentiality standards.
- Provides after-hours support during payroll processing cycles or system issue resolution as assigned and performs related duties consistent with workload priorities.
- ***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 Business Administration, Computer Science, Information Systems, or related field.
- Four (4) years of related work experience.

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

SUPPLEMENTAL INFORMATION

PREFERENCES

ERP-SAP ONLY

- 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.