OpenText Business Analyst (II / III)

$75,753.60 - $92,081.60 Annually - Analyst II
$86,652.80 - $105,331.20 Annually - Analyst III

The Assessor's Office is looking for an OpenText Business Analyst to lead our Department through the process of reengineering the way we do business as we move from paper to digital files. The ideal candidate will have the technical expertise and also the interpersonal ability to lead others through change and transition. The selected candidate should have a solid understanding of features and functionality of OpenText content server (OTCS), as well as the modules and workflows that comprise the solution, including how to control metadata and permissions, model structures, search configuration, export/import configurations from one environment to another, coupled with a detailed understanding of the customer-specific solution design.

DEPARTMENT:
The Assessor's Office is one of 22 departments in the County and has 86 engaged, talented and dedicated staff. We are a department with a lot of positive energy and excitement about the direction the organization is going. The Assessor's Office is the department that discovers, inventories and values all real and personal property in the County of San Luis Obispo. These valuations are passed to the Auditor's and Tax Collector's offices to establish the correct tax rate and produce constituent's property tax bills. The Assessor's Office also creates and maintains County assessment maps, and tracks and updates property ownership records.

THE JOB
The OpenText Business Analyst reports to the Assessment Manager, and is a management level position. This position does not have direct reports but will lead many project to change business processes to support a paper free office. This job will take a leadership role in the second phase of three in transforming the Assessor's Office into a paperless environment through OpenText.

This position is an **18 month Limited Term Assignment**; however there is a high potential that there will be a vacancy for a fulltime position within the 18 month period. This position will earn vacation, pension and receive all the other benefits of a fulltime County employee during the limited term assignment.

This position will:
- Design, develop and deploy OpenText solutions to meet complex business needs including integration with other systems and databases.
- Develop and manage software solutions lifecycle.
- Develop new business processes, and other auditing and reporting tools.
- Create custom reporting metrics.
- Manage testing, implementation and support of updates, changes and new releases.
- Work with database and systems administrators using the client change management process to administer and deploy new solutions.
- Train others on the system and new business processes and OpenText business requirements.
- Use adept interpersonal skills to assist the department through change management.

THE OPENTEXT PROJECT:
The Assessor's Office has been working with an OpenText consultant to design a three phase project to reengineer the way we do business as we move from paper to digital files. We are currently midway through Phase I and this OpenText Business Analyst will take over and lead us through the continued process:

PHASE I
- Set up digitization and library of 170,000 files.
- Set up of security protocols and workflows to bring in new docs.
- Project going live end of February, 2018.
- After February 2018 – begin digitization of files.
- Reengineering how the Assessor's Office's does the daily work.

PHASE II
- Train and mentor staff through the reengineering and change process.
- Digitize other important records.
- Business Analyst: help others recognize that we need to move content to OpenText.
- Field Mobile: in April/May allow staff to carry digital files in the field with them.
- Content management system: move records from Clerk's Office to OpenText.

PHASE III
- Create electronic interfaces with other programs.

IDEAL CANDIDATE
The ideal candidate will have OpenText technical expertise and the interpersonal skills to lead others through change and transition. The incumbent will need a solid understanding of features and functionality of OpenText content server (OTCS), as well as the modules and workflows that comprise the solution, including how to control metadata and permissions, model structures, search configuration, export/import configurations from one environment to another, coupled with a detailed understanding of the customer-specific solution design.

Ideal candidates will have experience with:
- Designing, troubleshooting and maintaining OpenText solutions.
- Business process re-engineering.
- Training and/or mentoring others.
- Developing and working with LiveReports and WebReports.
- Creating and manage OpenText templates and forms
- CIS/RM Model design, workflow, XML workflow extensions
- CS folder structures, category/attributes, and assigning to folder structure
- Overseeing records management RSI/dispositions (RM classifications, RSIs, schedules; assigning of RM classifications to folder structure).
- Integrating (links) with other systems.
- Partnering with other IT professionals, vendors, etc.
- Security - CS groups, group membership and permissions.

- User interface design: facets, facet trees, custom columns, custom views and appearances, search options configuration, default and custom search template creation and management.
- Working with system administrators to review OTDS partitions and filters used for authentication of the users in content server.
- Creating, configuring and managing OTCS groups/group membership.

Interpersonal:
- Collaborative,
- Personable,
- Positive attitude,
- Passionate about the work,
- Detail oriented,
- Ability to engage others,
- Good listening, positive and productive communication skills, and
- Translate "tech speak" into layperson terms.

EDUCATION: Either:
- Graduation from an accredited four-year college or university; *OR*
- 4 years of job-related experience, ideally with two years of progressively responsible experience in an Assessor's Office.

EXPERIENCE: Either:

OpenText Business Analyst II: plus, one year of experience performing professional level assessment analysis duties. (A post-graduate degree may substitute for the required experience).

OpenText Business Analyst III: three years of experience performing professional level assessment analysis duties. (A post-graduate degree may substitute for one year of the required experience).

Desirable Licenses (but not required):
- ERM^s
- ERM^p
- OpenText Certified Consultant
- OpenText Administrator

HOW TO APPLY
This is an open continuous recruitment; however, for first consideration apply by February 19 by completing an application and attaching your cover letter (recommended) and resume (required):

https://www.governmentjobs.com/careers/slocountyca/jobs/1968119/opentext-business-analyst-ii-iii-limited-term-county-classification-assessm?keywords=open&pagetype=jobOpportunitiesJobs

Please contact your recruiter, Wendi Brown, with any questions:
- Email to: wendi@wbrowncreative.com, or
- 541-664-0376 (direct)
- 866-929-WBCP (toll free)

Save the Dates:

- *March 8th and 9th: Interview dates (candidates selected to interview will need to be available for both days)*