



Position

Title: Business Analyst

Division: Statewide Tax Administration & Technology Solutions (STATS)

Reports to: STATS Program Manager

Location: Remote; candidate must live within the State of Utah.

Job Type: Full-Time, Exempt

Travel Requirement: Regular in-state travel, including periods of extensive travel

Starting Salary Range: \$90,000 - \$105,000 annually, based on qualifications and experience

Who We Are

Statewide Tax Administration & Technology Solutions (STATS) is a state program administered by the Utah Association of Counties (UAC). STATS provides tax administration products and services to stakeholders throughout the State of Utah, including county and state government agencies, businesses and economic development organizations. The work performed by STATS supports the administration of Utah's property tax system and directly impacts the daily lives of Utah's citizens by providing meaningful software, services, and information. Our team continually adapts its technology, services, and processes to meet the evolving needs of the State of Utah.

Job Overview

STATS is seeking an experienced Business Analyst to serve as a primary liaison between county and state property tax stakeholders and the STATS software development team responsible for the modernization and enhancement of the statewide property tax system (SPTS). Working collaboratively with another STATS business analyst, this position will gather, analyze, document, and communicate business processes and system requirements associated with property tax administration. Stakeholders include county assessors, auditors, treasurers, and other county offices; county IT teams; the Utah State Tax Commission; and additional public- and private-sector partners involved in the statewide property tax system.

The Business Analyst will translate complex operational, statutory and technical requirements into clearly defined business requirements, functional specifications, process documentation, user stories and acceptance criteria. This position will also support software testing, implementation, training and continuous system improvement.

The ideal candidate is analytical, self-motivated, curious, creative, and skilled at managing multiple project timelines while building strong working relationships across diverse stakeholder groups.

Key Responsibilities

- Have or develop subject-matter expertise in Utah property tax administration, including valuation, assessment, levy calculation, collection, distribution, and the appeals process.
- Conduct stakeholder interviews, discovery sessions, and workshops to identify operational needs, system requirements and improvement opportunities.
- Analyze and document current-state and future-state business processes and statewide workflows.
- Develop clear and comprehensive business requirements, functional specifications, process maps, user stories, and acceptance criteria.
- Serve as the communication bridge between property tax subject-matter experts, government stakeholders, project managers and software development teams.
- Identify gaps, risks, dependencies and opportunities for process or system improvements.
- Work with STATS Project Management Division to support Agile backlog refinement, sprint planning, user acceptance testing (UAT), and solution validation.
- Serve as a Quality Assurance (QA) Analyst for software applications, system enhancements and related deliverables produced by the STATS development team.
- Partner with STATS Customer Solutions Division to develop end-user documentation and training materials that promote effective and consistent statewide use of STATS software.
- Support multiple projects and initiatives while maintaining accurate documentation, timelines and stakeholder expectations.
- Plan, organize, execute and evaluate multiple project roadmaps while managing competing priorities and deadlines of various stakeholders.
- Travel throughout Utah to meet with stakeholders, facilitate workshops, support implementations and provide on-site assistance.

Minimum Qualifications

- Bachelor's degree in business administration, information systems, public administration or a related field, or an equivalent combination of education and relevant professional experience.
- 3+ years as a business analyst, systems analyst, or similar role; or 5+ years of management or senior-level operational experience within a Utah property tax-related office.
- Demonstrated strong ability to listen to end-users, gather and analyze complex process information, evaluate requirements against statutory or regulatory standards, and accurately document findings.
- Experience developing business requirements, user stories, acceptance criteria, workflows or functional specifications.
- Excellent facilitation and communication skills, including the ability to communicate with both technical and nontechnical audiences.

Preferred Qualifications

- Experience with property tax administration, particularly within Utah.
- Experience working with county or state government agencies.
- Knowledge of Utah property tax statutes, administrative rules and regulatory requirements.
- Understanding of Utah's legislative and administrative rulemaking processes.
- Certified Business Analysis Professional (CBAP), PMI Professional in Business Analysis (PMI-PBA), or similar professional certification.
- Experience with Agile software development teams or related project management processes.
- Experience with geographic information systems or completion of an accredited GIS certificate program.
- Experience in SQL, reporting, and flowcharting tools.

How to Apply

To be considered for this position, please email your resume and cover letter in confidence to: Curtis Koch @ curtis@utahcounties.org Include in the subject line: Business Analyst – (Insert Your Name). Application will be accepted until the position is filled.