BUSINESS SYSTEMS ANALYST

Purpose:

To actively support and uphold the City's stated mission and values. To perform a variety of tasks in the identification, definition, and development of solutions to complex business and automation issues; to represent the customer's interests in the development and implementation of application systems which resolve those problems.

Supervision Received and Exercised:

Receives supervision and administrative direction from the IT Manager of Business Solutions.

Provides functional and technical direction to professional, technical and support staff.

Essential Functions:

Duties may include, but are not limited to, the following:

- Meet with customer department(s) to define business processes, objectives and technical needs; and document steps and desired outcome for technological enhancements and process reengineering;

- Research and analyze business issues by evaluating work flow, interviewing employees and surveying customers; and research best practices in other cities/agencies;

- Develop an understanding of customer department's business parameters and challenges including state and federal legislative requirements;

- Develop recommendations on alternative service delivery and automation; determine cost impact and long-term viability of solutions;

- Work as a team with other Business Analyst to ensure that applied solutions and practices are consistent across the City, and that technology investments are being maximized;

- Integrate service delivery solutions across functional areas of the City;

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Revised November 2001 (range adjustment)
Revised June 2007 (work experience)
Revised October 2010 (Job duties; experience)
Revised August 2012 (Job Title change and Essential functions added)

- Prepare functional specifications for automated systems and coordinate the implementation of those systems with assigned project members;

- Monitor the health of the application development environment and provide direction for sustainability;

- Assist with establishing long-term technical direction and strategic foresight for software applications and infrastructure;

- Develop and maintain a framework for the integration and implementation of technical standards and guidelines used for the design of technical solutions;

- Evaluate and recommend enhancements, upgrades and/or replacement for line-of-business and enterprise applications;

- Track and respond to problems and issues related to IT applications. Work with assigned programming staff to resolve issues and determine course of action for follow-up;

- Assist customers in the development of RFPs (request for proposal) for software solutions and/or computer and communications products;

- Attend customer department staff meetings and strategic planning sessions. Provide input and suggest ideas on business process enhancement;

- Direct the activities of an assigned group of technical staff;

- Perform related duties as assigned.

Minimum Qualifications:

Experience:

Two years of experience in business systems analysis and IT project management using a structured project management (PM) process. One year experience directing technical staff in application systems development and IT project implementation. Experience with the organization and operation of the Divisions and Departments in a municipal government is desirable.

Education:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in computer science, management science, business administration or a degree related to the core functions of this position.

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Licenses/Certifications:

Project Management Professional (PMP) certification preferred.

Examples of Physical and/or Mental Activities

- Work in a stationary position for considerable periods of time
- Operate computers, calculators and other office machines using repetitive hand/eye movement
- Considerable reading and close vision work
- May require working extended hours

Competencies:

Pending

Job Code: 427

Status: Exempt / Classified

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