



Title: Business Systems Analyst

FLSA STATUS: Exempt from overtime under Fair Labor Standards Act.

SUPERVISION RECEIVED AND EXERCISED:

Direction received varies by assignment.
This is a non-supervisory job classification.

MINIMUM QUALIFICATIONS:

- **Education:** Bachelor's degree in any field or equivalent.
- **Experience:** Minimum of three years related experience. Requires a working knowledge of specialized practices, equipment, and procedures.
- **Licenses/Certifications/Special Requirements:**
 - May require proficiency in one or more specific systems and/or reporting applications such as ACCELA, CLASS, Crystal Reporting, PeopleSoft, SQL, Access, CMS, NorthStar, Tax Mantra, mCARE, eCARE, iNovah, iNovah2, Hansen, Camtasia Studio, New World Systems, Lenel, eLogger, iFIX, iHistorian, OnBase, Agenda Management software and other applications depending upon assignment.

PREFERRED/DESIRABLE QUALIFICATION(S):

- Experience in a municipal or government setting.
- Additional years of progressively responsible experience is preferred.
- Bachelor's degree in Information Technology or Business Processes is preferred.
- Experience Facilitating of meetings/events with customers and project team members to develop requirements and design details.
- Demonstrated experience with workflow analysis, Use Case development, sequence diagrams, storyboards, and Test Cases.
- Strong analytical and organizational skills.
- Excellent written and verbal skills.
- Anticipate business needs and think with a business owner mindset.

JOB SUMMARY:

This position is responsible for analyzing business requirements for the assigned department and act as the liaison in translating requirements to IT partners through various means. This position works closely with Information Technology Department



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HUMAN RESOURCES

(IT) on developing and updating system applications and designs test plans and executes user acceptance testing including issue resolution. This position participates in the Project Management lifecycle and performs end-user support as needed. This position provides functional support to analyze business processes and technology requirements for an assigned department that comply with and improve citywide systems and objectives. This is accomplished by working as a liaison with the City's Information Technology Department (IT), ensuring appropriate and efficient utilization of departmental applications systems and available technology, mapping business processes, leading testing during upgrade and installation activities, identifying needs and possible solutions, and providing user training and support. Participates or assists in other related duties or projects as assigned.



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HUMAN RESOURCES

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position.

#	Essential Functions
1	Work as a member of cross functional teams to help design solutions. Analyzes customer and business needs and utilizes technological solutions to achieve efficient and cost-effective results; collaborates with users to evaluate program and system effectiveness; modifies applications and enhances system controls, software functionality and/or efficiencies. Function as a subject matter, process, and operational expert for supported Product Line(s) and educate project team members and the business community on the impact of the proposed technology.
2	Identifies and researches trends and developments and makes recommendations on software and hardware needs; works with vendors, consultants and staff and assists with the procurement, budget, and evaluation process on software and hardware related purchases for the department. Determines operational objectives by studying business functions; gathering information; evaluating output requirements and formats. May assist with grant applications related to information and/or business system technology. Assists with system migrations to new technologies that contribute to department goals and objectives. Works with Information Technology department and users to implement and test upgrades and new applications.
3	Lead requirements gathering, future state design and fit-gap analysis workshops with business stakeholders. Serves as departmental liaison with IT and other departments on specific software issues, technology coordination and projects; troubleshoots radio and software problems, assists with scheduling and managing the phases of system and software upgrades and implementation and performs unit, systems and interface testing. Provides budgetary information as necessary.
4	Coordinates, schedules and performs end-user training of business systems and technologies as necessary. Develops standards and control procedures; produces training material to document business and system rules, processes and procedures. Assists users with system issues and provides resolutions.
5	Develop user stories centered on the business value. Designs future state by analyzing requirements; developing workflow and constructing workflow charts and diagrams; studying system capabilities Monitors and approves system security, updates and maintains system security records and permissions, and performs security reviews and audits as assigned.



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HUMAN RESOURCES

6	Assess and develop high-level requirements documents for projects and communicate, verbally and in writing, with development team. Partner with Quality Assurance (QA) on test plans/cases and perform user acceptance testing (UAT). Translate business requirements into acceptance criteria.
7	Monitors, analyzes, and ensures data integrity; utilizes various reporting tools to provide accurate and functional data to the department; creates reports, queries, forms, and databases to support business needs.
7	Design solutions and write requirements specifications, develop and execute test plans and work with technical staff to build and implement the technology solution. User testing management for assigned projects, as applicable; development of consolidated user test plans, executing test plans and obtaining appropriate sign off from user managers May develop, maintain, and update departmental web content as assigned. Assists departmental web authors as needed. Participates or assists in other special projects as assigned.



PHYSICAL DEMANDS AND WORK ENVIRONMENT:

<p align="center">Physical strength for this position is indicated below with “X”</p> <p align="center">The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p>					
Sedentary	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	X	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

<p align="center">Work environment for this position is indicated below with “X”</p> <p align="center">The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.</p>				
Office	X	Outdoors	Vehicle	Office and Field/ Plant/ Warehouse
Position is typically office or administrative work and is not substantially exposed to adverse environmental conditions.	X	Incumbents may be subjected to extreme temperatures, wetness/humidity, respiratory hazards and noise and vibration.	Incumbents may be subjected to moving mechanical parts, vibrations, fumes, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, work space restrictions, intense noises and travel.	The work will occur in an office and field environment. While performing the duties and responsibilities the employee maybe exposed to loud noise, noxious odors, unsanitary conditions, chemicals, electricity, moving mechanical parts, varying weather conditions, and other related conditions and situations. Position is subject to atmospheric conditions: Fumes, odors, dust, mists, gases or poor ventilation

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers and related software, printers, DVRs, webcams and related conferencing software, projectors, scanner, copy / fax machine, telephone, calculator.

PROTECTIVE EQUIPMENT REQUIRED:

None required.