



Title: Business Analyst

FLSA Status: Exempt

BRIEF DESCRIPTION:

The purpose of this position is to provide functional support to analyze business processes and technology requirements for an assigned department that comply with and improve city-wide systems and objectives. This is accomplished by working as a liaison with the City's Information Technology Department, 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. Other duties include working with consultants and vendors, researching industry-specific technology, providing functional assistance on software products, and performing related duties as assigned. Some assignments may include supervisory responsibilities.

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. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) 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.	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.

#	Code	Essential Functions
1	S	Analyzes customer and business needs and utilizes technological solutions to achieve efficient and cost-effective results for short-term and long-term goals and objectives; modifies applications and enhances software functionality.
2	S	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 and continuous improvement. May assist with grant applications related to information and/or business system technology.
3	L	Serves as departmental liaison with IT and other departments on specific software issues, technology coordination and projects; troubleshoots software problems, assists with scheduling and managing the phases of system and software upgrades and implementation and performs unit, systems and interface testing.
4	S	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.
5	S	Monitors and approves system security, updates and maintains system security records and permissions, and performs security reviews and audits as assigned.



6	S	Monitors, analyzes and ensures data integrity; utilizes various reporting tools to provide accurate and functional data to the department; creates reports, forms, and databases to support business needs.
7	S	Develops, maintains, and updates departmental web content as assigned. Assists departmental web authors as needed.
8	S	May supervises support staff; plans and supervises daily tasks and activities, participates in the hiring process, coordinates training activities, establishes procedures and guidelines, evaluates assigned services, coaches for performance improvement and recommends personnel actions.



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school.
Experience	Over three years up to and including five years experience. 1 year or more experience in the related field of the assignment (i.e, Utilities, Human Resources, City Attorney, etc.) is desired.
Supervision	Work requires the occasional direction of helpers, assistants, seasonal employees, interns, volunteers or temporary employees. Work may require serving as a lead worker and/or a supervisor of a regular group of employees.
Human Collaboration Skills	Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
Freedom to Act	The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.
Technical Skills	Skilled: Work requires a practical knowledge of a business area with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Budget Responsibility	Position has limited fiscal responsibility. May assist in the collection of data in support of recommendations for departmental budget allocations. May monitor division or program/project level budget and expenditures.
Reading	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Limited Police Department background check, including Polygraph for assignments in the Police Department and City Attorney's Office.



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-				
Sedentary X	Light	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.	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.

PHYSICAL DEMANDS:

C Continuously <small>2/3 or more of the time.</small>	F Frequently <small>From 1/3 to 2/3 of the time.</small>	O Occasionally <small>Up to 1/3 of the time.</small>	R Rarely <small>Less than 1 hour per week.</small>	N Never <small>Never occurs.</small>
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Making presentations, observing work site, communicating with co-workers
Sitting	F	Desk work, meetings, driving
Walking	O	To other departments/offices, around work site
Lifting	O	Supplies, files
Carrying	O	Supplies, files
Pushing/Pulling	R	File drawers, tables and chairs
Reaching	R	For supplies, for files
Handling	F	Paperwork
Fine Dexterity	F	Computer keyboard, telephone keypad, calculator
Kneeling	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crawling	R	Under equipment
Bending	R	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	F	From computer to telephone
Climbing	R	Stairs, step stools
Balancing	R	On step stools
Vision	F	Reading, computer screen, driving
Hearing	F	Communicating via telephone/radio, to co-workers/public
Talking	F	Communicating via telephone/radio, to co-workers/public
Foot Controls		
Other (specified if applicable)		



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Computers, printers and related software.

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other	

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

F Frequently <small>From 1/3 to 2/3 of the time</small>	O Occasionally <small>Up to 1/3 of the time</small>	R Rarely <small>Less than 1 hour per week</small>	N Never <small>Never occurs</small>
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other	

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other	
Recreation/Neighborhood Center			