



Title: Business Systems Analyst

FLSA STATUS: Exempt from overtime under FLSA.

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 ACCELA, Crystal Reporting, PeopleSoft, SQL, Odbc, Access, CMS, NorthStar, Tax Mantra, mCARE, eCARE, iNovah, iNovah2, Hansen, Camtasia Studio, New World Systems, Lenel, eLogger, iFIX, iHistorian, and SCADA 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.

JOB SUMMARY:

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 (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. 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 and project management.



City of Peoria

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	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	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	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.
5	Monitors and approves system security, updates and maintains system security records and permissions, and performs security reviews and audits as assigned.
6	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	Develops, maintains, and updates departmental web content as assigned. Assists departmental web authors as needed.



PHYSICAL DEMANDS AND WORK ENVIRONMENT:

Physical strength for this position is indicated below with “X” 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.					
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.		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.

Work environment for this position is indicated below with “X” 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.				
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.		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.