

CLASS TITLE: SYSTEMS BUSINESS ANALYST

PURPOSE OF THE CLASSIFICATION: Under direction is responsible for developing and maintaining comprehensive policies and procedures for a variety of technical processes related to the automated systems utilized by the City, supports the project management staff and performs other related assigned duties.

ESSENTIAL TASKS:

- Develops and maintains effective IT policies and procedures to ensure consistency according to defined standards across all City departments
- With the assistance and mentoring of the project management office staff, provides support in project management to include planning, preparing, scheduling, documenting and reporting all types of small projects city-wide
- Assists in developing and maintaining the IT business continuity and disaster recovery plan with built-in fail safe processes, ensuring mission critical systems operate during a disaster
- Researches, analyzes and organizes system's technical processes/procedures, gathering all related data
- Works cooperatively with members of other departments to help develop and document business requirements
- Tests documentation against system functionality to ensure technical accuracy and demonstrate a continuous effort to improve operations, decrease turnaround times and streamline work processes to facilitate providing excellent customer service
- Monitors system changes, analyzing impact on business requirements and revising as required
- Develops process flows, graphs and charts utilizing Microsoft Visio
- Attends weekly meetings to advise, recommend and make presentations created to present technical proposals/plans/documentation
- Assists in the development and implementation of various types of training material
- Prepares proposals for new projects
- Conducts training needs analysis by interviewing and surveying to plan training programs to effectively meet business needs
- Provides guidance and training to other IT personnel on a variety of subjects
- Analyzes and tests system updates for impact on data integrity, process and reporting
- Develops RFP's/specs. for new systems/modules and evaluates vendor responses
- Publishes various types of information to the COT intranet/internet site as required
- Prepares a variety of periodic reports and maintains documentation related to assigned projects and activities
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in computer science, technical writing or other related field; and four (4) years of experience doing computer and system's analysis or documentation development; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Comprehensive knowledge of methods, standards, procedures and practices of technical writing for an information technology environment; some knowledge of project management methodology; considerable understanding of the operation and use of data processing/communications and related equipment; good knowledge of system's operations and understanding of methods, techniques and technical terminology used in system's analysis and design. Ability to work independently and as a team member to investigate, comprehend, analyze and organize system's technical processes/procedures; ability to take raw input from document owners and develop effective policies and procedures, determining how to organize the information for the appropriate audience without changing information meaning; ability to manage small projects; ability to analyze

training needs, plan training programs and provide guidance and training; ability to analyze complex concepts/ideas and to create and make presentations and present information clearly and concisely in public both orally and in writing; ability to effectively communicate both verbally and in writing with good command of the English language; the ability to work with all levels of personnel in diverse job functions and to effectively communicate at all levels of the organization; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding. Must possess strong investigating, interviewing, analytical, grammatical and technical writing skills.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting up to 20 pounds; occasional carrying up to 20 pounds; may be subject to walking or sitting for extended periods of time, standing, reaching, handling, twisting and climbing; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operators License.

WORKING ENVIRONMENT: Working conditions are primarily indoors in an office environment and may require some travel to various locations to review systems.

Class Code: 2591

EEO Code: N-03

Pay Code: IT-40

Group: Clerical and Administrative

Series: Data Processing and Information Services

Effective date: August 15, 2008