

**JOB TITLE:** Business Analyst  
**JOB CODE:** 10.37  
**GRADE:** 20  
**CLASSIFICATION:** Exempt

**PURPOSE OF THE POSITION:** Performs business process analysis and develops computer applications to automate the assigned department. Provides project management and professional support services to the department in the overall analysis and design of information technology systems.

**MINIMUM QUALIFICATIONS:** Bachelor Degree in Computer Science, Engineering or Mathematics, plus two (2) years experience working as a Business Analyst or the equivalent in education, training, and experience, which would provide the necessary knowledge, skills and abilities.

**SPECIAL REQUIREMENTS:**

- Knowledge of capabilities, limitations and functional application of information technology.
- Knowledge of Local Area Networks (LANs) and Wide Area Networks (WANs).
- Knowledge of flowcharting, data modeling, process modeling, form design and control procedures.
- Knowledge of relational databases such as Microsoft Access and/or Microsoft SQL.
- Knowledge of computer system design and programming techniques.
- Knowledge of data communications security and privacy techniques.
- Ability to analyze business processes to develop appropriate systems and programs.
- Ability to design effective information technology subsystems and develop appropriate programs.
- Ability to conduct analysis, interpret research findings, conceive a variety of solutions to functional problems, and reduce abstract ideas to easily understood procedures.
- Ability to identify, analyze, document, design, develop and implement business processes for government operations.
- Ability to monitor and/or observe data to determine program problems.
- Ability to communicate effectively and clearly, both orally and in writing, and to prepare and present coherent and technically accurate reports.
- Ability to establish and maintain effective working relationships within the assigned department, with the Information Technology (IT) staff and with other City departments and officials.

**ESSENTIAL FUNCTIONS:**

- Works effectively with customers to learn specific design requirements and perform analysis and design of computer applications.
- Analyzes the department requirements, procedures, and problems to automate processes or to improve existing computer systems.
- Consults with departmental personnel to analyze current operational procedures, identifies problems, and learns specific input and output requirements, such as forms of data input, how data is to be summarized, and formats for reports.
- Writes detailed description of user needs, program functions, and steps required to develop or

modify computer applications.

- Reviews computer system capabilities, workflow, and scheduling limitations to determine if required program or program change is feasible within existing system.
- Analyzes existing computer systems to evaluate effectiveness and develops new systems to improve production or workflow when required.
- Prepares workflow charts and diagrams to specify in detail operations to be performed by computer hardware and software and functions to be performed by departmental personnel.
- Conducts studies pertaining to development of new information systems to meet current and projected needs.
- Plans and prepares technical reports, memoranda, and instructional manuals as documentation of application development.
- Analyzes department project proposals, identifies omissions and errors in requirements and conducts feasibility studies; recommends optimum approach, develops system design for approved projects.
- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes and work cooperatively and jointly to provide quality, seamless customer service.
- The intent of this class description is to provide a representative summary of the types of duties and responsibilities that would be required of classifications given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Incumbent may be required to perform job-related tasks other than those specifically presented in this job description.

**PUBLIC CONTACT:** Good interpersonal skills are an essential component of the position. Contacts are primarily with City employees and information systems staff. Other public contacts may be required from time to time to explain the operation of the department's information systems.

**SUPERVISION RECEIVED:** Works under the supervision of the Department Head or designated representative. Incumbent is expected to use initiative, judgment and ingenuity in planning and executing routine work.

**SUPERVISION EXERCISED:** May be required to supervise team members on projects assigned by Department Head.

**PHYSICAL REQUIREMENTS:** This is light work requiring the exertion of 20 pounds of force occasionally and up to 10 pounds of force frequently. The work requires visual acuity to operate computer equipment and for reviewing, checking, preparing and maintaining written and computer files. Manual dexterity is required to operate standard office, data entry, word processing and other computer equipment. Incumbent is required to have sufficient hearing ability to perceive information at normal spoken word levels.

**ORGANIZATIONAL STATUS:** Under the direction of and responsible to the Department Head or designated representative.