



BUSINESS ANALYST

JOB DESCRIPTION

Department: Executive	Division: Information Technology
Work Location: City Building	Percent Time: Full-Time
Job Type: Civil Service	FLSA Status: Non-Exempt
Reports To: Information Technology Manager	Union: Non-Union

JOB SUMMARY

Under general supervision of the Information Technology Manager, the Business Analyst is responsible for providing a wide range of professional-level technical functions related to analyzing, coordinating, training, project management, and support services for City departments in the implementation of IT solutions. The incumbent performs complex duties and exercises sound independent judgement to analyze and manage data, develop training documents, assist with research, track and maintain IT project schedules and processes, and generate a variety of reports to achieve desired business outcomes.

ESSENTIAL FUNCTIONS

Business Analyst

- Assists departments and City staff with mapping software processes.
- Configures software screens, manages reference data, and tests upgrades.
- Assists departments with incorporating future software enhancements to their software; researches available solutions and the procurement of technology-related equipment or services.
- Develops training documents and trains team members in proper use of complex technical software programs.

Project Management

- Collaborates with implementation teams that combine contractor and department personnel; performs project status tracking, risk identification, and contract oversight.

- Plans and maintains project schedules and work requests; monitors, coordinates, and reports project status and problems to supervisor and project teams.
- Ensures accuracy, timeliness, and completeness of project processes and documentation, management reports, and project status reports.

Data Analysis

- Creates queries using various reporting and extracting tools. Performs ongoing extracts (e.g., Open Data updates), maps data with geocoding tools, and helps departments with data visualizations.
- Cultivates relationships with City leaders, staff, and stakeholders to leverage new and existing opportunities for using data and analysis to improve the delivery of government services; advises City departments on strategies to enhance transparency, optimize internal performance management, and achieve desired business outcomes through the effective use and sharing of City data.

Security Administration

- Performs primary and backup security administration for all the City's software systems; updates user accounts and access privileges and keeps appropriate records of all changes.

Standardized Essential Duties

- Actively supports and upholds the City's mission, vision, and values.
- Continuously seeks process improvements in all operations with the ultimate goal to improve the quality of customer service.
- Assists internal and external customers with inquiries, requests, and/or problems in a friendly, respectful, courteous, and professional manner.
- Communicates and reinforces organizational culture and values.
- Recognizes situations that are beyond his/her limits and directs them to the appropriate person.
- Maintains ongoing communication with supervisor, informing him/her of all pertinent problems, irregularities, new developments, changes and other important information within area of responsibility.
- Maintains a professional and courteous attitude with all people, including fellow employees, members of the public, management, board and commission members, elected officials and members of the media. Cooperates with other departmental/division personnel to ensure customer service standards are consistently practiced.
- Maintains confidentiality in performing assignments relative to any information received directly or indirectly. Ensure that confidential information is kept secure.
- Complies with City policies and procedures.
- Reports to work on time and as scheduled.

- Performs other duties as needed or assigned.

JOB REQUIREMENTS

Education & Experience

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

- Bachelor's degree in computer science, management information systems, public administration, business administration or related field **and** two (2) years of related, progressively responsible IT work experience that includes system analysis and support; **or**
- Five (5) years of related, progressively responsible IT work experience that includes system analysis and support.

Knowledge of:

- Business principles/process and how they relate to business systems.
- Principles and practices of data analysis.
- Technology procurement, including methods and techniques of evaluation and analysis of software, hardware, and application systems to achieve efficient system utilizations.
- Information gathering, analyzing requirements, and making recommendations.
- Project management and how to guide users through technology change.
- Emerging trends in information technology.
- Data conversion between systems, and using Extract-Transformation-Load tools to modify data.
- Knowledge of Microsoft Office software.

Skills:

- Excellent communication skills for listening, speaking, and writing.
- Active listening skills.
- Software troubleshooting and problem solving skills.
- Proficiency in Project Management methodologies.
- Strong organizational skills and attention to detail.

Ability to:

- Communicate and collaborate with external and internal customers to understand information needs and to define concepts and functional requirements; establish and maintain effective working relationships with individuals at a variety of levels within the City and other organizations.
- Interact with users and management in a variety of levels including: leading meetings, writing minutes, writing memos, preparing presentations, and one-on-one discussions.
- Understand users' needs through techniques such as user interviews, program reviews, and problem analysis and effectively convey technical issues to systems users.

- Provide guidance, assistance, and/or interpretation to others in the resolution of problems or in the use of new software/hardware to assist users in maximizing productivity gains from technology.
- Conduct functional and system integration testing.
- Serve as a liaison between end users and support staff.
- Exercise appropriate care in working on systems, which, if mishandled, could cause substantial delays or loss of service to the public.
- Create written instructions for use of the system.
- Provide training in one-on-one or group settings.
- Establish and maintain cooperative working relationships with others.
- Work independently in the absence of supervision.
- Works courteously with customers in situations that require tact and diplomacy to identify and resolve information-related issues.
- Work under high-pressure situations generated by equipment malfunctions, deadlines, and workload.
- A high degree of professionalism and integrity.
- Excellent judgment and decision-making ability.
- Maintain strict confidentiality of sensitive data encountered in the course of work.

Licenses, Certifications and Memberships Required

- Must possess a valid State of Illinois Class D driver's license or have the ability to obtain one within fifteen (15) days of employment.

Supervision received

- Works under general supervision; develops procedures for performance of a variety of duties; or performs complex duties within established policy guidelines.

Level and complexity of supervision exercised

- This position is not responsible for supervising any staff positions.

Security Level

- Level CJIS: essential functions require unescorted access to unencrypted criminal justice information. Upon a conditional offer of employment, the selected candidate must demonstrate the ability to meet the essential functions associated with this security level, in accordance with federal requirements.

Job Dimensions

- Work impact and effects: Work products or services directly impact the well-being of large numbers of individuals, both internal and external to the City. Typically, the work is complex and may involve addressing conventional problems or situations with established methods,

or resolving critical problems or developing new processes or models to address specific problems. Improperly performed work and/or equipment or software failures produce errors and delays that affect the operations and/or reputations of the City and/or external agencies. Improperly performed work and/or equipment or software failures may be remedied in the short to medium-term, but at very substantial cost of time and resources. The scope of improperly performed work and/or equipment or software failure is system-wide, and the nature of the activity requires that emergency repairs be performed.

- Interactions with others are somewhat unstructured. The purpose is generally to obtain or provide information, or to control situations and resolve problems. Interactions may be with individuals or groups internally within the City or with external stakeholders may be moderately unstructured and may involve persons who hold differing goals and objectives. Interactions at this level require considerable interpersonal skills to communicate information to individuals or groups, and to solve complex technical problems. Interactions will typically include regular contact with users for implementation, training, and daily support of software; participation and membership in various committees and standing meetings with other City employees as well as other governmental bodies as directed; and periodic contact with industry representatives to assess product offerings.

Physical Demands and Working Conditions

- Work typically occurs in a standard office setting.
- Physical requirements include lifting up to 10 pounds occasionally. Subject to walking, sitting, bending, and stooping to perform job scope. Working conditions are primarily indoors with limited exposure to outdoor adverse weather and other safety/health hazards.
- **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; visually inspect work in progress.
- **Hearing:** Hear in the normal audio range with or without correction.

The work environment characteristics described herein 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.

The physical demands described herein 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.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Business Analyst

City of Urbana

Class Specification History:

- New class created: September 27, 2023

For HR/Finance Use

Job Class Code	Pay Grade 109
EEO Category 6–Administrative Support	LVL