Business Systems Analyst/Project Manager

Definition

Under general supervision, performs systems maintenance, operational duties, and/or modification of application systems. Serves as a liaison between system users and information technology staff, vendors, and service providers. Provides technical and analytical support and training to system users. Performs system administration functions to ensure security and effective operation. Develops and maintains a variety of automated files, records, and databases. Prepares and distributes new procedures, training materials, and a variety of scheduled and adhoc reports. Plans, coordinates, and manages information technology services projects through entire project life cycle, including conception and initiation, definition and planning, launch and execution, monitoring and controlling, and close-out, and performs related work as required.

Class Characteristics

This is a fully competent class responsible for the conceptual and operational aspects of adapting information systems to business needs and communicating those needs to information system professionals, which requires that incumbents possess broad and detailed knowledge of department policies, programs, and practices as well as oversight of citywide and interdepartmental information technology services projects. Incumbents are required to conduct business requirements, needs, and other detailed review and analysis of various information technology strategies necessary to automate operational processes and to resolve organizational issues. Incumbents perform work within a broad framework of general policy requiring creativity and resourcefulness to accomplish goals and objectives, applies concepts, plans, and strategies which may deviate from established methods and practices, and regularly leads projects of critical importance and substantial consequence of success or failure to the City. This classification is distinguished from the information services management classifications in that the latter assume full management responsibility of assigned information technology services programs and functions.

Supervision Received and Exercised

Receives general supervision from assigned manager. May exercise technical and functional direction over and provides training to lower-level staff on a day-to-day or project basis.

Typical Job Functions
Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the functions of the job.

Participates in a variety of system user and work groups to identify user needs and operational, programmatic, and/or regulatory changes affecting application requirements and other related issues.

Participates in the modification of existing systems and/or the implementation of new systems by developing, writing, and disseminating procedures that utilize new or changed system applications and by evaluating system modifications in response to operational, program, and/or regulatory changes.

Receives requests for assistance related to the use of department and/or program systems and software applications. Determines severity of problem and resolves or refers to appropriate personnel or vendor for resolution.

Coordinates and directs the work of software vendors to identify and resolve programming and other operational problems. Coordinates the scheduling of corrective patches and upgrades between vendors and staff. Interacts with vendors, external agencies, auditors, or other staff to obtain requested data or special reports.

Provides or arranges for the training of staff on the information systems used by the department and/or program. Requests ad hoc reports.

Develops and executes system test plans to ensure application performance conforms to specifications. Modifies technologies to correct errors and optimize system performance and cost-effectiveness.

Performs software application research, development, conversion, installation, and maintenance projects through entire project life cycle, including conception and initiation, definition and planning, launch and execution, monitoring and controlling, and close-out.

Plans, organizes, and defines project requirements, methods, and end objectives in consultation with end users. Performs risk assessments. Develops concept documents, impact analyses, stakeholder analyses, and draft process documentation. Coordinates project activities with team members, other information technology services staff, user representatives, and outside vendors.

Develops project budgets, service level agreements, and schedules. Monitors project progress and ensures project goals and agreement requirements are met.

Participates in the development of project management toolkits and methodologies used by information technology services staff.

Facilitates and conducts business process redesign or technical design sessions and/or focus groups for design and implementation of new processes or systems.

Develops consultant requests for proposals and qualifications for professional services. Evaluates proposals and recommends project award. Develops and reviews contract terms and amendments. Ensures contractor compliance with City and department standards and specifications and time and budget estimates.

Stays abreast of new trends and innovations in technology related to information technology operations. Researches, recommends, and evaluates vendor solutions and technologies. Implements improvements. Works with staff to maintain, revise, or improve operations and systems.

Writes and maintains user and technical operating instructions and documentation. Prepares training materials and conducts formal and informal training programs on the use and operation of the applications and advises on best practices.

Provides continuous training and mentoring to lower-level staff in areas of responsibility. Performs other duties as assigned.

Qualifications

Knowledge of:

Principles and practices of project management, identifying technology needs and issues, researching and evaluating technology, applications, and the most effective courses of action, and implementing solutions.

Project budget development and contract administration principles and techniques.

Advanced principles and practices of information technology applications, systems, and infrastructure analysis, design, and management.

Principles of relational database management and systems integration analysis and programming. Principles and practices of programmatic analysis and report preparation.

Principles and practices of vendor relationship management.

The organization, operation, and functions of the department as necessary to assume assigned responsibilities and to determine appropriate point of escalation.

Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.

Recent and on-going developments, current literature, and sources of information related to the operations of the assigned programs.

Modern office practices, methods, and computer equipment and applications related to the work.

English usage, spelling, vocabulary, grammar, and punctuation.

Techniques for providing a high level of customer service by effectively dealing with vendors and City staff.

Ability to:

Principles and practices of project management, identifying technology needs and issues, researching and evaluating technology, applications, and the most effective courses of action, and implementing solutions.

Project budget development and contract administration principles and techniques.

Advanced principles and practices of information technology applications, systems, and infrastructure analysis, design, and management.

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Education and Experience
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in management information systems, computer science, or a related field and four (4) years of progressively responsible experience in in the planning, implementation, oversight, and/or utilization of automated information systems and applications used to support departmental activities and information technology project management.

Licenses and Certifications

None.

Physical Demands

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer. Vision to read printed materials and a computer screen, and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as push and pull drawers

open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds with the use of proper equipment.

Environmental Elements

Employees work in an office environment with moderate levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff when providing applications system support.

FLSA: Non-exempt
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