City of Council Bluffs

Job Description

Senior Business Analyst

Department: Information Technology
Supervisor: Chief Information Officer
Location: Council Bluffs Police Department
FLSA Status: Exempt
Prepared By: Mark Howard, CIO
Prepared Date: September 2024
Civil Service Status: Civil Service
Union: Non-Union
Pay Grade: 28

Summary: The primary focus of this position is the support and maintenance of the Cities' ERP application and other systems that comprised the Cities application portfolio. This individual serves as a facilitator between IT and our customers. They also assist subject matter experts within the departments with ensuring data integrity, testing of system changes, report writing and analyzing data flows for process improvement opportunities. The SBA also supports upgrades, patches, testing and other technical projects as assigned.

Essential Duties and Responsibilities:

- Analysis and Solution Definition:
  - Quickly understands the business issues and data challenges of the City, State and Local government industry.
  - Exhibits confidence and an extensive knowledge of emerging industry practices when solving business problems.
  - Understands requirements, specifications, business processes and develops gap recommendations related to proposed solution
  - Develops high level design specifications for project engagements.
  - Identifies either current vendor or potential vendor to implement proposed solution.
  - Pushes creative thinking beyond the boundaries of existing industry practices and customer mind-sets.
- Technical Recommendation and Testing:
  - Ensures issues are identified, tracked, reported on and resolved in a timely manner.
  - Works with personnel to identify required changes.
  - Communicates needed changes to development team or vendor.
  - Designs and drafts departmental policies relative to the use of City systems.
  - Manages and coordinates the process of integrating systems where appropriate and or revising existing applications.
  - Possesses understanding in the areas of application programming, database and system design.
  - Understands Internet, Intranet and client/server architectures.

- Understands how legacy and web-based systems interface with each other.
- Project Execution:
  - Leads the enforcement of project deadlines and schedules.
  - Communicates and applies project standards.
  - Manages resources in accordance with project schedule.
  - Consistently delivers high-quality services to our customers.
  - Understands the components of running a fiscally successful project.
- Communication:
  - Leads the facilitation of team and project meetings.
  - Delivers informative, well-organized presentations.
  - Ability to define communications plan.
  - Understands how to communicate difficult/sensitive information tactfully.
- Regular and predictable attendance is required
- Other duties as assigned

Professional qualities:

- Leadership:
  - Generates enthusiasm among team members.
  - Challenges others to develop as leaders while serving as a role model.
  - Manages the process of innovative change.
  - Teamwork
  - Facilitates effective team interaction.
  - Acknowledges and appreciates each team member's contributions.
- Customer Management:
  - Communicates effectively with customer to identify needs and evaluate alternative business solutions with project management.
  - Continually seeks opportunities to increase customer satisfaction and deepen relationships.
  - Manages customer expectations.

Supervisory Responsibilities:

- This job has no supervisory responsibilities.

Qualifications:

Strong understanding of business processes and data, including financial systems and reporting, building inspections, permitting, licensing, etc., in order to ensure successful implementations. Strong understanding of database design, structure, functions and processes, and experience with databases tools. Thorough knowledge of MS Excel, Word and PowerPoint. Experience with ERP systems such as Tyler ERP, Tyler EP&L, Hexagon, UKG, Telestaff, PeopleSoft, or SAP. Effective organizational and interpersonal skills including written and verbal communication skills. Previous exposure to project-related activities through active participation in system-related projects. Demonstrated ability to maintain confidential information.

Education and/or Experience:

- A bachelor's degree in computer science or related field, and a minimum of 8 years' ERP experience, or an equivalent combination of education and experience is required. Three years of project management experience and system implementation experience is

strongly preferred. Certified Business Analyst (BA) certification preferred but not required.
- Knowledge of various GIS data formats (shapefile, MrSid, GeoTiff, personal geodatabase, file geodatabase, enterprise geodatabase) and general GIS database structure concepts is a plus.
- General understanding of fundamental GIS concepts and applications is a plus.
- Any equivalent combination of education and experience which provides the required knowledge, skills, and abilities necessary to perform the work.

Certificates, Licenses, Registrations:
- None required

Physical Demands:
- While performing the duties of this job, the employee is frequently required to stand; walk; sit; use hands to handle, or feel; reach with hands and arms; climb or balance; stoop, kneel, crouch, or crawl; and see, talk, and hear.
- The work environment is an office setting that is normally quiet.

Other Skills and Abilities:
- Experience managing task and activities in large software deployments
- Ability to work effectively with software and hardware vendors and staff;
- Ability to organize and maintain documentation of systems;