City of Council Bluffs

Job Description

Business Analyst

Department: Information Technology
Supervisor: Chief Information Officer
Location: Council Bluffs Police Department
FLSA Status: Exempt
Prepared By: Mark Howard, CIO
Prepared Date: July 2025
Civil Service Status: Civil Service
Union: Non-Union
Pay Grade: 25

Summary: The primary focus of this position is the support and maintenance of the Cities' ERP application, GIS 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 defining and building business processes flows, data integrity, testing of system enhancements and changes, report writing and analyzing work flow for process improvement opportunities. The BA also supports upgrades, patches, testing and other technical projects as assigned.

Essential Duties and Responsibilities:

- Analysis and Solution Definition:
  - Works to understand the business issues and challenges of the City, State and Local government industry.
  - Displays knowledge of emerging industry practices when solving business problems.
  - Understands requirements, specifications, business process development and develops gap recommendations related to proposed solution
  - Develops design specifications for project engagements.
  - Assists in identifying either current or potential vendors to implement proposed solution.
- 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.
- Project Execution:
  - Works with team to meet project deadlines and schedules.
  - Delivers high-quality services to our customers.

- Communication:
  - Participates in team and project meetings.
  - Ability to define a communications plan.
  - Understands how to communicate difficult/sensitive information tactfully.
- Regular and predictable attendance is required
- Other duties as assigned

Supervisory Responsibilities:

- This job has no supervisory responsibilities.

Qualifications:

Understanding of business process development, to include financial systems, human resource systems and reporting, etc., in order to ensure successful implementations. Knowledge of MS Excel, Word and PowerPoint. Effective organizational and interpersonal skills including written and verbal communication skills.

Education and/or Experience:

- A bachelor's degree in computer science or related field, and a minimum of 3 years' ERP experience, or an equivalent combination of education and experience is required.
- Any equivalent combination of education and experience which provides the required knowledge, skills, and abilities necessary to perform the work.
- 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.

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.