



JOB DESCRIPTION

Title: Business Systems Analyst

Department: Information Technology

Reports to: Information Technology Director

Pay Grade:

Date Adopted: September 8, 2023

Previous Revision Date: N/A

Last Revision Date:

Type: Full Time

Part Time

FLSA: Exempt Salary

Non Exempt Hourly

Union: Yes

No

Job Summary:

Business Systems Analysts perform duties related to the implementation, management, maintenance, enhancement, support, and decommission of critical software systems, whether purchased through a vendor or developed internally. Business Systems Analysts consult with stakeholders to gather and define requirements; configure and implement new systems and/or enhance existing systems; write and execute test plans; troubleshoot and resolve complex system issues; deliver training and guidance to end users and system/service owners; develop and maintain system documentation; prepare robust reports to enhance strategic business decisions.

Essential Functions:

1. Identify, evaluate, and implement new systems and solutions, or identify enhancements to existing systems; define requirements and specifications.
2. Performs the documentation, analysis, testing, or modification of computer systems, based on and related to user needs, designs and evaluates application programs and systems; manage existing internally developed computer programs; tests and documents programs; coordinates with users in the design and output format; advises users; identifies and corrects programming errors; controls and monitors creation, use and security of data files; recovers lost programs; prepares and maintains operations manuals and program documentation; provides communication and liaison link between superintendents and users.
3. Maintain new and existing SQL database in use with vendor managed software or internally developed applications.

4. Interact with Federal, State, County, City, and other agencies on the exchange and utilization of GIS information, including the development of protocols for the City and County GIS system.
5. Analyze requests for a variety of new applications, programs and modifications to existing GIS programs; analyzes and documents user work processes and systems functionality requirements; analyzes current GIS system functions, procedures and capabilities to determine if improved methods are possible.
6. Compile geographic data from a variety of sources including censuses, field observation, satellite imagery, aerial photographs, and existing maps. Enter new map data by direct input of coordinate information, including coordinate systems, longitude, latitude, elevation, topography, and map scales.
7. Prepare, plan, produce, maintain and update a variety of maps, drawings, plans and other graphic representations displaying layers and attribute data from databases, using cartographic techniques to represent spatial data.
8. Plans and organizes the development and implementation of SCADA system software and hardware.
9. Participate in the collection and evaluation of data. Conduct research, recommend improvements, and demonstrate results.
10. Collaborate and assist other IT staff to streamline solution implementations, and cross train where necessary.
11. Provide budgetary information and recommendations regarding equipment and software purchases and applications. Review and make recommendations concerning services and equipment requisitions.
12. Keep current on developments and trends in information technology, computer systems, security and systems management.
13. Respond to emergencies; coordinate manpower and equipment including the emergency procurement of materials, supplies, equipment, and workers from available sources.
14. Attend professional development conferences, seminars, and classes.
15. Employee must be able to be "on-call".
16. Report to work within thirty-five (35) minutes for emergencies under normal driving conditions, as required.
17. Employee must be able to work extended hours in an emergency.
18. Operate Microsoft Word, Excel, Power Point, Gmail, etc.

19. Operate basic office machines such as copy machine, computer, calculator, fax machine, cash register, etc.
 20. Keep confidential information confidential.
 21. Serve on City phone bank and provide administrative support as needed during Emergency Operations.
 22. Work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with subordinates, supervisors, customers, vendors, and any other persons or organizations with whom interaction is required to accomplish work and employer goals. Work may occur after normal business hours.
 23. Punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.
 24. Perform other work which is consistent with the essential functions of the job.
 25. Perform other duties as assigned.
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Education and Special License(s)/Certifications:

Associate's degree or higher in information technology or a closely related field, with significant course work in GIS, Programming and/or Database Administration.

Experience:

Any combination of training and experience equivalent to three (5) years of experience in which duties primarily consisted of GIS, Systems Administration, Application Management, and experience in relational databases, including MS-SQL databases in a client-server environment preferred.

Skills:

1. Effective oral and written communication skills.
2. Good listening skills.
3. Ability to perform basic math and accounting skills.
4. Organizational skills.
5. Analytical skills.
6. PC computer skills. (Windows-based word processing and spreadsheet software skills).
7. Manual dexterity.
8. Ability to work in environment with constant interruptions.
9. Good typing and data entry skills.
10. Reading.
11. Good customer/public relations.

12. Ability to work independently.
 13. Working knowledge of word processing, email, and calendaring computer software applications.
 14. Excellent interpersonal skills.
 15. Excellent grammar, punctuation, spelling, and proofreading skills.
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Mental Requirements:

1. Ability to read and comprehend city, state, and federal regulations.
 2. Ability to analyze complex problems and recommend possible solutions.
 3. Ability to communicate effectively with staff, elected officials, and others.
 4. Diplomacy and judgement.
 5. Ability to organize files and retrieve data effectively.
 6. Ability to learn and understand PC software applications.
 7. Alpha and numeric recognition.
 8. Ability to prioritize work.
 9. Logical reasoning.
 10. Patience.
 11. Ability to carry out assignments through oral and written instructions.
 12. Concentration.
 13. Accounting principles.
 14. Ability to compute basic math computations.
 15. Ability to work on several projects at once.
 16. Ability to read and comprehend City policies and ordinances, State, and Federal laws and regulations.
 17. Ability to train and guide others.
 18. Ability to exhibit tact, diplomacy, and judgment when dealing with co-workers, other City employees, and external contacts.
 19. Ability to analyze complex problems and recommend possible solutions.
 20. Ability to multi-task.
 21. Ability to work under pressure.
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Physical Requirements:

1. Ability to lift 20 pounds and transport 20 feet.
 2. Ability to make and receive phone calls.
 3. Visual stamina and acuity adequate to review alpha/numeric data and spend long periods looking at computer screen.
 4. Ability to operate basic office machines such as copy machine, computer, calculator, fax machine, cash register, etc.
 5. Hand and eye coordination adequate to input computer data and operate various office equipment.
 6. Ability to sit and be attentive for extended periods of time.
 7. Travel outside of office locally.
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Supervisory Responsibility (Direct and Indirect):

Direct None

Indirect None

Disclaimer:

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed for individuals with this job title. However, this job description is not intended to be an exhaustive list of all qualifications, skills, efforts, duties, responsibilities, or working conditions associated with the position.

Approved:

Tobias J. Tempelmeyer, City Administrator

September 8, 2023