

BUSINESS ANALYST

JOB DESCRIPTION

Classification Responsibilities: A Business Analyst is responsible for performing business and systems analysis; identifying design and development of technical specifications and related documentation; identifying areas of efficiencies and insufficiencies; and developing and presenting business process change recommendations and technology recommendations for the department. Employees in this classification also provide direction to internal staff and business partners as it relates to process analysis and requirement gathering for multi-function or highly-complex customer solutions. Additional responsibilities include: conducting fit/gap analysis, to include assessing and addressing organizational change management needs, business process optimization and system requirements; creating test scripts and following quality assurance (QA) processes resulting in increased percentage of successful implemented changes and reduction in defects; performing work on one or more assignments simultaneously such as development, integration, testing, and resolution of process mapping/workflow analysis for enterprise services; understanding relationships and deciphering complex data using SQL or other technical tools and techniques; evaluating reporting needs, identifying and/or creating appropriate queries, reports, or other mechanisms given multiple, complex data sources (example: individual database, data warehouses and other enterprise data sources); developing and monitoring procedures to maintain data security and integrity; and working closely with managers to develop strategic and tactical plans for business technology needs. This class performs related duties as required.

Court Assignment: A Business Analyst assigned to support the Municipal Court is an active thought partner and application visionary who shapes the technology demand among the court community. A Business Analyst in the Court assignment supports the Court's key business processes and applications, and recommends business process redesign where applicable, understands court procedures related to a variety of violations and activities; and demonstrates knowledge of court-oriented computerized data systems including procedures for entry and retrieval of information, applicable codes and methods of error correction.

Fire and Medical Assignment: A Business Analyst assigned to support the Mesa Fire and Medical Department will collaborate heavily with the Fire Technical Services Division, Information Technology (IT) Department and the Police IT area. A Business Analyst in the Fire and Medical assignment observes, evaluates, and documents current business practices to create and implement formalized plans for enhancement and improvements through technology upgrades; documents current workflows and processes performed in each division that pertain to their core mission; analyzes the business processes; researches a plan for sustainability in both process and technology; identifies the single points of failure and areas of technology overlap, avoidance, and silos; identifies training and personnel issues; makes global and localized recommendations for improvement that match the vision and direction of the department/city; and collaborates with other Business Analysts through training and educational opportunities such as conferences and seminars. Additionally, the class should become immersed in the public safety environment while being able to remain objective and independent; present detailed and professional reports to staff and city management; and display an understanding of modern business intelligence and data mining products in order to substantiate his/her recommendations.

Distinguishing Features: A Business Analyst acts as an intermediary between the business community and the technical community working with project teams and business clients to collect, clarify, and translate business requirements into documentation and recommends business process redesign

(department uses appropriate tools and models) from which applications and solutions are developed. Employees in this class must demonstrate analytical skills and an understanding of information technology and business concepts, as well as considerable working knowledge of methodologies and techniques for systems analysis and identifies solutions, business process modeling, requirements gathering, quality assurance, and recommendations for software development; and exercises professional discretion while performing day-to-day activities independently within established guidelines and procedures with minimal supervision. This position should have a broad understanding of how technology services are delivered at all levels – infrastructure, middleware and application layers and how business process/workflow dictates to and is affected by these layers. Employees assigned to the Municipal Court may be required to work holidays and/or weekends. The Court assignment has been designated as a non-classified, non-merit system, at-will, grant-funded position. This class is supervised by an IT Manager who reviews work through conferences, reports, and overall results achieved. This class is FLSA exempt-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Computer Science, Information Systems or a technology-related study. Considerable (3 -5 years) professional experience in business and systems analysis, including research methodologies and business process modeling.

Special Requirements. For this position, an individual receiving a conditional offer of employment from the City of Mesa must pass a background investigation through the City of Mesa Police Department, the Arizona Department of Public Safety, and Federal Bureau of Investigation prior to commencing employment with the City of Mesa (*Court Assignment*).

Substance Abuse Testing. None.

Preferred/Desirable Qualification(s). Project Management Institute, Professional in Business Analysis (PMI-PBA) or a Certified Business Analysis Professional (CBAP) certification. Proficiency with Business Analysis Body of Knowledge (BABOK). Experience in a court or public service setting; understanding of state statutes, sealed records, record and retention rules; knowledge of court terminology is preferred (*Court Assignment*).

ESSENTIAL FUNCTIONS

One position may not include all of the essential functions, knowledge and abilities listed, nor do the listed examples include all the knowledge and abilities which may be found in positions of this classification.

Communication: Maintains effective working relationships and collaborates with internal department staff and external business partners to determine high-level requirements and capture business needs. Proactively resolves customer satisfaction issues with management. Engages with subject matter

experts to incorporate usability and user interface needs when performing systems analysis. Gathers and documents business requirements for projects. Provides functional expertise to developers during the design and construction phases of technology projects. Demonstrates problem-solving and strong communication skills. Prepares and delivers informative, well-organized presentations and business analysis project status reviews to stakeholders including process owners and customers. Serves as a Court facilitator by participating in design reviews and walk-throughs to communicate systems designs and validate proposed solutions. Works with managers to develop strategic and tactical plans for business technology needs.

Manual/Physical: Uses systems, develops and executes comprehensive system test plans, conditions, test scripts, and test cases. Maintains business systems standards by applying business analysis methods, tools and processes as standard practice. Leads and facilitates cross-functional teams in business process modeling, including documenting and mapping business processes. Develops and executes functional use and comprehensive test plans including test case scenarios to include requirement validation and traceability. Follows QA processes to implement changes and reduce defects. Develops and monitors procedures to maintain data security and integrity. Meets scheduling and attendance requirements.

Mental: Identifies areas/opportunities within client departments for business process improvements and enhancements using technology. Assesses and formulates cost/benefit analysis. Translates requirements into business, functional requirements and use case documents for projects. Evaluates reporting needs. Identifies and/or creates queries, reports or other mechanisms given multiple, complex data sources. Understands relationships and deciphers data using SQL or other technical tools. Applies written policies and operating procedures to complete work assignments. Interprets ordinances, policies, and operating procedures related to an assigned work unit. Prioritizes work assignments. Attends to details to assure any modified or new components and/or operating procedures are well-documented. Understands client department systems and business process needs.

Knowledge/Abilities:

Knowledge of:

basic information technology and business concepts;
business process modeling;
cost/benefit analysis;
systems planning and feasibility research methods;
organizational skills;
systems design, programming, testing, configuration, implementation, and maintenance methods; and
department policies and procedures.

Ability to:

work with internal department and external business partners to determine high-level requirements and capture business needs;
gather and document business requirements for projects;
translate requirements into business, functional requirements and use case documents for projects;
provide functional expertise to developers during all phases of projects;

develop and executes comprehensive system test plans, conditions, test scripts, and test cases;
maintain business systems standards by applying business analysis methods, tools and processes as standard practice;
lead and facilitate cross-functional teams in business process modeling, including documenting and mapping business processes;
assess and formulate cost/benefit analysis;
conduct fit/gap analysis;
decipher complex data using SQL and other technical tools;
evaluate reporting needs;
understand how technology services are delivered at infrastructure, middleware, and application stages;
prepare and deliver informative, well-organized presentations and business analysis project status reviews;
proactively resolve customer issues;
engage with stakeholders to incorporate usability and user interface needs when determining system requirements; and
participate in design reviews and walk-throughs to communicate systems design requirements and validate proposed solutions.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

New 8/16

TC/st

CS4905.DOCX

PAY GRADE: 49

CS4912.DOCX (Grant-funded)

PAY GRADE: 49

EEO-Prof

IND-8810

JOB FCTN-ADM

SWORN-No

INCREMENTS 04-200