

ORGANIZATION: City of Sherwood	DATE: 2015
LOCATION: Sherwood, Oregon	
DEPARTMENT: Administration	
FLSA STATUS: Exempt	
JOB TITLE: Business Systems Analyst - Pay Group C	

PURPOSE OF POSITION:

Perform comprehensive process analysis relating to the business needs of the City. Coordinate department computer systems and business processes to provide citywide information in the most efficient, cost effective method. Analyze complex business problems to determine if they can be solved with automated systems. Ensure that citywide business process and software application are working together.

ESSENTIAL JOB FUNCTIONS:

Business Analysis

- Serve as primary contact for all users with questions regarding use of department business systems. Meet with staff to determine necessary program enhancements and maintenance needs for existing software applications. Evaluate, recommend and coordinate implementation of all functional modifications and/or enhancements to software applications.
- Work with Information Technology and consultants to coordinate system modifications, upgrades and troubleshooting.
- Analyze business processes and their associated information systems and make recommendations for the redesign of those business processes or information systems.
- Review available market software and make recommendations concerning purchase of software packages from vendors. Research cost information and assist management with budget information related to software and related purchases.

Project Management

- Serve as project manager and coordinator on assigned projects related to design, implementation and modification of new or existing business systems. Develop work plans, timelines and resource allocations for assigned projects. Monitor progress to ensure objectives are met. Coordinate contract compliance with consultants and software vendors. Make presentations at meetings to internal and external groups.

End user Training and Support

- Plan, coordinate and perform regular staff training on City business systems and applications. Prepare training aids and user manuals and other documentation. Assist managers with the creation of management reports.
- Provide end user support on various business systems and applications. Along with other IT staff members respond to trouble tickets and support requests. Document support process and resolution within the city's IT Service Management application.
- Assist with the video recording of public meetings and other video projects. Edit videos and post to cable access and various social media channels. Assist with the management and updating of the city's cable access channel, websites and digital signs. Work with third parties to gather and post content relevant to City of Sherwood residents.

May perform other duties as assigned.

Maintain cooperative working relationships with City staff, other organizations and the general public.

Follow all safety rules and procedures for work areas.

AUXILIARY JOB FUNCTIONS:

Provide assistance to other staff as workload and staffing levels dictate. Maintain proficiency by attending training and meetings, reading materials, and meeting with others in areas of responsibility. Maintain work areas in a clean and orderly manner.

Lead or participate on cross-functional project teams identified to design and implement business solutions. Assist the IT Director with various administrative tasks and special projects. Work in a rotating on-call basis and be available to respond to system issues and outage as necessary. May be asked to work on tasks related to the City's broadband utility, Sherwood Broadband.

JOB QUALIFICATION REQUIREMENTS:

MANDATORY REQUIREMENTS: Broad knowledge of business principals, practices, theories and methods, relational database design, structure, operating principles and characteristics, data processing systems, systems analysis and design, PC applications software, and business processes. Equivalent to a four-year university education in computer science, public administration or business administration, and over two years experience, or any satisfactory combination of experience and training which demonstrates the knowledge, skills and abilities to perform the above duties. Ability to maintain confidentiality.

DESIRABLE REQUIREMENTS: Experience with Microsoft SharePoint, InfoPath and creative tools such as Adobe Premier and Photoshop. Experience with Infor Public Sector, Dynamics NAV and Esri GIS is also a plus.

PHYSICAL DEMANDS OF POSITION:

While performing the duties of this position, the employee is frequently required to sit, stand, bend, kneel, stoop, communicate, reach and manipulate objects. The position requires mobility. Duties involve moving materials weighing up to 10 pounds on a regular basis such as files, books, office equipment, etc., and may infrequently require moving materials weighing up to 25 pounds. Manual dexterity and coordination are required over 50% of the work period while operating equipment such as computer keyboard, calculator, and standard office equipment.

WORKING CONDITIONS:

Usual office working conditions. The noise level in the work area is typical of most office environments with telephones, personal interruptions, and background noises.

SUPERVISORY RESPONSIBILITIES:

Supervision is not a typical function assigned to this position. May provide training and orientation to volunteers, students and newly assigned personnel on site policies and practices.

SUPERVISION RECEIVED:

Works under the general supervision of the IT Manager.