City of Portland Job Code: 30000619

# CLASS SPECIFICATION Technology Services Customer Service Analyst

FLSA Status: Exempt

Union Representation: Nonrepresented

#### GENERAL PURPOSE

Under general direction, provides high-level customer service expertise, advice, management and coordination on a wide variety of Bureau of Technology Services (BTS) operational and administrative functions, requiring in-depth understanding of BTS and City policies and practices; provides technical and coordination support to the Technical Services Bureau Business Representatives; creates Service Level Agreements which define service provided to other City bureaus; manages changes to BTS administrative rules; recommends customer service-related improvements to BTS policy and procedures; and performs related duties as assigned.

### DISTINGUISHING CHARACTERISTICS

Technology Services Customer Service Analyst is responsible for contributing to the overall customer service of BTS by performing a wide variety of high level, bureau-wide functions, and serving as a key contributor on specific issues and overall BTS policies, procedures and rules. The incumbent reports to the Assistant Chief Technology Officer. Assignments can be broad in nature and can involve sensitive customer service issues.

Technology Services Customer Service Analyst is distinguished from the Bureau Business Reps by its responsibility for bureau-wide processes, policies and projects.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

- 1. Manages all Service Level Agreement (SLA) activities, coordinates annual revision process; develops timelines; identifies known areas of change; initiates review process with the Bureau Business Reps; coordinates feedback from bureaus; reaches final agreement with bureaus; documents and publishes adopted SLA documents.
- 2. Manages the development and administration of all BTS Flexible Service Contracts; works with Bureau of Purchases to develop RFPs and revised contracts and to monitor existing contracts; works with BTS managers to develop contract details and technical areas; manages vendor responses, review teams, timelines and evaluations; analyzes use of Flexible Service agreements.

- 3. Serves as BTS liaison to City Hall; manage special requests from Mayor or Commissioner's Offices; serves as primary contact for technology coordination support of newly elected City officials.
- 4. Coordinates efforts to amend or develop new Technology Services Administrative Rules to address evolving business, technology and regulatory requirements.
- 5. Monitors internal BTS policy and work rules; communicates and coordinates with BTS division to address those that are unclear, inconsistent or in need of change.
- 6. Contributes to improved BTS customer service; receives requests that do not fit into BTS current intake processes; analyzes and routes requests; recommends process adjustments to improve intake/point of contact processes.
- 7. Maintains annual work plans and analyzes demand versus capacity; oversees the creation and maintenance of annual work plans, including content, priorities and dependencies; analyzes request data and BTS resource capacity data.
- 8. Coordinates with BTS division managers to develop and maintain the BTS service catalog, which documents all services provided by BTS including rates and hours of service.
- 9. Coordinates BTS customer surveys; works with Bureau Business Reps to gather questions; provides advice on survey methodology; collects and analyzes responses; reports survey results.
- 10. Manages, coordinates and advises on BTS internal and external communications efforts; develops and maintains Portland Online materials; coordinates and contributes to newsletters; serves as coordination point for topics; prepares content; develops BTS online "Intranet" organization and content maintenance policies.
- 11. Participates in ad hoc and scheduled special projects as assigned; manages special requests or problems that are not clearly within the responsibility area of other BTS managers.
- 12. Coordinates BTS response to public records requests; identifies BTS employees that have a role in responding; insures requests are completed appropriately.
- 13. Responds to requests for information regarding operations and procedures by researching and explaining procedures, regulations, programs and services; participates in various meetings with officials, managers or the general public to discuss/explain IT policy development and operational matters.
- 14. Assists in the gathering of City-wide business needs to analyze new technology, in terms of its utility, consistency with bureau technology standards, relevance for meeting City business and operational requirements and expected return on investment; assists in the recommendation and implementation of long-range technology direction and strategies.

15. Represents BTS and the City in interactions with community based organization on IT related initiatives and projects which serve City Council goals and objectives; works with community based organizations to coordinate projects and initiatives with the City's long-range technology and strategies.

# MINIMUM QUALIFICATIONS

## **Knowledge of:**

- 1. Principles, practices and techniques of information technology systems and information technology applications.
- 2. Trends and directional developments in information technology as they apply to formulating technological solutions for customer needs.
- 3. Customer relationship management and internal consulting concepts and practices.
- 4. Project management tools and techniques, including project cost accounting and project change management and control.
- 5. City operations and functions and associated information systems and technology issues.
- 6. Principles and practices of public administration, including budgeting, purchasing and maintenance of public records.
- 7. Principals and practices of sound business communication.
- 8. Principles and practices of effective management and supervision.
- 9. City human resources policies and labor contract provisions.

### **Ability to:**

- 1. Plan, organize, and provide effective customer focused services.
- 2. Identify, define and analyze information management and technology issues and problems, evaluate alternatives and develop sound conclusions and recommendations in accordance with laws, regulations, rules and policies.
- 3. Exercise project management tools and techniques to ensure projects are completed on time and budget.
- 4. Represent the City effectively in meetings on a variety of technology issues.
- 5. Prepare clear, concise and comprehensive correspondence, reports, studies and other written materials appropriate to both technical and non-technical audiences.
- 6. Exercise tact and diplomacy in dealing with sensitive and complex issues and situations.

7. Establish and maintain effective working relationships with bureau managers, customers, and others encountered in the course of work.

# **Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in management information systems, computer science, business administration, or a closely related field; and at least seven years of progressively responsible information systems experience, at least three of which were in a lead capacity; or an equivalent combination of training and experience. Experience in a governmental setting is preferred. Experience in a public agency is preferred.

## **Licenses; Certificates; Special Requirements:**

A valid state driver's license may be required for certain assignments.

### PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

# **Class History:**

Adopted: 04-21-04

Revised: 08-20-08 Removed supervisory duties, replaced Manager with Analyst in title.

Updated policy, operational and key customer service duties to match

position's assignments.

June 2009 - Change Job Class number from 7514 to 30000619, due to system change.