CLASS SPECIFICATION
Technology Services Bureau Business Representative

FLSA Status: Exempt
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general direction, serves at the liaison between Bureau of Technology Services (BTS) and assigned City bureau(s); works with customer bureaus to understand and assist them in addressing business and operational needs, issues and problems; ensures information technologies addressing bureau business requirements are in keeping with the City's corporate Information Technology (IT) Administrative Rules, Service Level Agreements, and IT standards; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Technology Services Bureau Business Representative is responsible for working with bureau(s) to ensure bureau needs are identified, services are provided by BTS to address those needs, and bureau technology systems are current and in keeping with citywide IT standards. Incumbents serve as the single point of contact for planning, documenting and delivery of IT services for assigned bureaus; coordinate the delivery of applications development and other information technology services to meet bureau requirements and specifications.

Technology Services Bureau Business Representative is distinguished from other professional and managerial technology services job families in that the incumbent in this class does not perform applications programming or other direct IT or telecommunications support functions but rather serves as the liaison between bureau(s) and BTS to obtain these services to meet bureau needs.

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. Works with bureau directors and managers to evaluate current and anticipated information systems and technology requirements and examines the feasibility of alternative conceptual approaches to meeting such requirements; works with bureaus to prioritize applications development and technology upgrade requests; recommends approaches and action plans that will produce maximum return on City technology investments; promotes the uses of sound technology.

2. Reviews bureau business requirements against corporate and other City IT and telecommunications activities, as well as emerging technologies, to develop proposed system enhancements, integration, and new systems; maintains a map of bureau business requirements for information and telecommunications systems.

3. Creates the BTS Service Level Agreement (SLA) and annual IT work plans for assigned bureaus by reviewing, modifying and negotiating with bureau management the bureau's annual SLA and work plan; tracks and reports BTS' performance as compared with the annual SLA and work plan; represents the IT system capacities and needs of assigned bureaus to BTS Operations, and

Applications sections to ensure the effective alignment of bureau needs with corporate systems and investment plans.

4. Interfaces with bureau management, and BTS Operations and Applications sections to prepare a proposed annual bureau information services budget identifying projects and other billable expenditures based on standards established by BTS Management, and reviewing rates and quantities for services contracted from BTS; helps to map resources and budget to the annual SLA, work plan, and bureau strategic IT plan; coordinates, tracks, and reports bureau specific information and telecommunications services expenditures.

5. Works with management of assigned bureaus' to identify IT projects, assists with the identification of key alternatives including re-use of other City systems, reviews potential business requirements and process changes, prepares project intake forms, works with BTS Operations and Applications sections to produce proposals for project plans, staffing requirements and other resources, and schedules.

6. Works with management of assigned bureaus' to review project proposals and obtain approvals on project proposals as adjusted; tracks and reports project status; provides quality assurance function as required to assure that issues are tracked and resolved and modifications are appropriately made to the project plan.

7. Assists the assigned bureaus, in coordination with BTS Operations, and Applications sections to: develop a bureau specific review of application and system architectures and capabilities to meet business needs, and a three year information services strategic plan based on the assessment; and ensure that bureau specific services support City IT and telecommunications strategies and follow City IT standards.

8. Works with BTS Operations, and Applications sections to maintain and update City IT standards.

9. Negotiates with, and makes recommendations to assigned bureau management on highly sensitive and complex issues.

10. Makes recommendations to BTS management regarding staffing levels, personnel assignments, personnel evaluations and disciplinary actions.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles and practices of electronic data processing or telecommunication systems and their applications to assigned bureau environments.
2. Methods and techniques of evaluating and identifying business needs and information systems or telecommunication systems solutions.
3. Practices of human resources management and performance evaluation including employee recognition, discipline, development, and monitoring of work performance standards.
4. Customer service standards, principles, practices and techniques; including marketing principles and practices.
5. Principles and practices of systems analysis, design and development.

6. Data processing or telecommunication systems technology trends, history and applications.
7. Principles and practices of information systems or telecommunication systems project development, administration and management.
8. Activities, services and operations of assigned bureaus.
9. Principles, practices and methods of budget development and management.
10. Principles and practices of sound business communication.

Ability to:

1. Plan, organize and manage a large and complex information technology project including developing and managing project budgets, work plans, and timelines for system development and implementation.
2. Assess customer and business needs and define requirements; identify and respond to bureau's organizational issues, concerns and needs; facilitate and lead bureau customer meetings and negotiate understanding and agreement.
3. Translate between customers and information systems professionals to ensure all parties understand, in their terms, systems needs, requirements and technology parameters and constraints.
4. Coordinate and direct a variety of committees and work groups, maximizing staff effectiveness and aligning activities with overall project goals.
5. Establish and maintain effective working relationships with co-workers, customers, vendors and others contacted in course of work.
6. Evaluate and analyze cost benefits of planned systems development projects; analyze and assess project outcomes in relation to operational needs and make appropriate adjustments.
7. Communicate with co-workers, managers and vendors including written communication, leading and facilitating task force committees, and making presentations in management meetings.
8. Effectively lead highly professional and diverse staff to achieve project goals.

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 computer science, management information systems or a closely related field; and at least five years of progressively responsible experience in systems analysis or a closely related field; at least 3 years of supervisory experience with information technology operations or application development or project management implementing information technology or an equivalent combination of training and experience.

Licenses; Certificates; Special Requirements:

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 depends, 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: 04-07-04

Revised: 8-11-04 (Added clarifying task and requirement statements.)

June 2009 - Change Job Class number from 7516 to 30000620, due to system change.