City of Portland

CLASS SPECIFICATION

BUSINESS SYSTEMS ANALYST IV

[*CLASS CODE*]

[ESTABLISHED DATE]

CLASSIFICATION SUMMARY

Reports to a Manager or other management-level position. Under general direction, supervises, plans, and evaluates programs and functions for Citywide or Bureau-/Office-specific information systems, and oversees internal and external stakeholder collaboration.

Responsibilities include: supervising the work of staff in providing technical and functional support over multiple information systems and software functionalities; implementing, coordinating, and supervising a team of analysts in information systems support and projects; managing software functionality, implementation, and updating projects; providing business process consulting services; developing strategy and approach for advanced business analysis and recommending solutions; ensuring process and program compliance; and overseeing and administering workload of subordinate staff.

DISTINGUISHING CHARACTERISTICS

Business Systems Analyst IV is the highest and supervisory-level classification within the Business Systems Analyst series.

Business Systems Analyst IV is distinguished from Business Systems Analyst III in that the former has supervisory responsibilities over a minimum of one Business Systems Analyst III, has considerable discretion in program oversight and development, and is responsible for the most complex analytical functions and tasks.

Business Systems Analyst IV is distinguished from the Emergency Communications Systems Administrator in that the latter manages business systems for regional multi-jurisdictional emergency communication systems and applications.

Business Systems Analyst IV is distinguished from the Supervisor series in that the former is responsible for providing specialized professional and technical business systems analysis in addition to supervising staff.

ESSENTIAL FUNCTIONS

Depending on the assignment, the incumbent may perform a combination of some or all of the following duties, and perform related duties as assigned.

General Duties:

1. Supervise staff; develop performance requirements and personal development targets; develop job duties and responsibilities; monitor and evaluate performance, provide coaching for performance improvement and development, and complete annual performance reviews; recommend discipline as necessary.
2. Develop standard practices and procedures for the activities of assigned programs or projects; establish program and performance goals and communicate expectations to staff; oversee development of new programs; assess and evaluate existing programs.

3. Provide technical and functional supervision over multiple software applications and assigned staff; plan, prioritize, delegate, and review the work of staff, establish schedules and monitor performance; oversee complex business processes and tasks.
4. Manage projects designed to implement new software or information system functionality; consult with other Bureau/Office management, outside agencies, and end users to identify business needs; research and recommend software solutions; design, plan, and coordinate processes and configurations; develop and implement project plans.
5. Oversee business consulting services to stakeholders; prepare and lead presentations of software solutions and functionality; research new software and other related technologies.
6. Ensure process and program compliance with federal, state, local, and industry laws, regulations, rules, and policies.
7. Develop and monitor software and information technology performance indicators; monitor efficiency and effectiveness of applications.
8. Provide leadership to attract, develop, and retain diverse, highly competent, service-oriented staff that support the City's and Bureau/Office's mission, objectives, and service expectations; create and promote an equitable workplace that demonstrates an environment respectful of living and working in a multicultural society; ensure that employees are provided with guidance and opportunity to correct deficiencies, and appropriate discipline procedures are implemented.
9. Ensure that critical unit functions are completed, and tasks and duties assigned to staff are achieved within schedule and budget, or progressing as scheduled.
10. Prepare and monitor the capital and operating budgets of assigned unit; oversee the process for solicitation and payment of vendors; coordinate internal and external acquisition approvals; administer various contracts and agreements.

SUPERVISION RECEIVED AND EXERCISED

The work of this classification is performed under general direction by an Enterprise Business Solutions Manager, Manager, or other management-level position

Directly supervises a minimum of four (4) employees, including a minimum of one Business Systems Analyst III position.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED

1. Knowledge of and the ability to apply principles of supervision, training, and performance evaluation.
2. Advanced knowledge of methods and techniques used in the installation, troubleshooting, upgrading, and problem resolution of software and other information systems.
3. Thorough knowledge of relevant statutes, regulations, and ordinances, and the ability to analyze, interpret, explain, and apply them.
4. Thorough knowledge of principles, practices, and techniques of systems analysis, information technology and communications systems management, including application design, hardware and software applications, and equipment.
5. Knowledge of and ability to apply principles, tools, and techniques for information technology project planning and management.
6. Knowledge of principles and standards of employee supervision, including training, scheduling, and performance evaluation.
7. Knowledge of fundamentals and methods of planning, organizing, and allocating work to subordinate staff.
8. Knowledge of principles and practices of business communication and program administration.
9. Ability to supervise and direct a diverse group of non-technical and technical staff.
10. Ability to design, test, implement, manage, and support complex technology solutions.

11. Ability to communicate effectively, both verbally and in writing; present information, proposals, and recommendations clearly and persuasively.
12. Ability to apply analytic and problem-solving skills to independently develop sound decisions, conclusions, and recommendations.
13. Ability to establish and maintain effective working relationships with those contacted in the course of work; demonstrate tact, diplomacy, patience, and gain cooperation through discussion and collaboration.
14. Ability to supervise a multicultural workforce, promote an equitable workplace environment, and apply equitable program practices to diverse and complex City services.
15. Ability to analyze customer business, communication, and information technology needs; identify alternative technological approaches; develop integrated, efficient, and cost-effective implementation plans.

MINIMUM QUALIFICATIONS REQUIRED

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education/Training: Bachelor's degree from an accredited college or university with major course work in business administration, information technology, computer science, or related field;

AND

Experience: Seven (7) years progressively responsible experience with integrated system configuration, business process analysis, project management, and data modeling, or related field, including two (2) years in a supervisory role.

Special Requirements and/or Qualifications:

Specific experience or qualifications may be required for certain positions.

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

Preferred Qualifications:

Experience working for a public agency.

Project Management Institute Professional in Business Analysis (PMI PBA)

International Institute of Business Analysis - Certification of Competency in Business Analysis (CCBA)

Minimum Salary: xxxxx per [pay period, month, annual]
Maximum Salary: yyyyy per [pay period, month, annual]
Bargaining Unit: Non-represented
FLSA Status: Exempt
HISTORY
Revision Dates: