

CLASS SPECIFICATION
TECHNOLOGY BUSINESS REPRESENTATIVE

PAY GRADE: 59
CLASS CODE: 30003107
EFFECTIVE: December 13, 2018

CLASSIFICATION SUMMARY

Reports to an Information Systems Manager III or other management-level position in the Bureau of Technology Services (BTS). Under general direction, functions as a key point of contact for stakeholders regarding technology issues and needs and manages the long-term business relationships with City Bureau/Offices on behalf of BTS.

Responsibilities include: coordinating with Bureaus/Offices regarding business drivers and technology requirements to make recommendations and assist in the development of appropriate technology solutions that meet business needs; identifying business requirements; providing technology and business consulting services; researching new software and technology services; facilitating Citywide information technology changes; updating and managing service level agreements related to the operation, maintenance, and enhancement of Citywide or Bureau-/Office-specific information systems.

DISTINGUISHING CHARACTERISTICS

Technology Business Representative is a distinct classification.

Technology Business Representative is distinguished from the Business Systems Analyst series in that the former provides business relationship management and technology service management to assigned Bureaus/Offices and for citywide technology initiatives and provides recommendations independently on complex and strategic technology issues and the latter performs professional business analysis on specific processes or software solutions.

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. Serves as business relationship manager to facilitate and build relationships with and among internal IT teams and with Bureaus/Offices. Proactively serve as an advisor and function as a key point of contact for stakeholders regarding technology issues and needs.
2. Consult and advise Bureau/Office business partners and BTS leadership team on information technology demand and budget forecasting; facilitate resolution of BTS service issues; identify and define new service areas for BTS and the City; assist in the development of assigned Bureau/Office information technology strategic plans.
3. Manage Citywide or Bureau-/Office-wide communications during critical, technology service-impacting events.
4. Facilitate Citywide collaboration on enterprise technology projects; represent BTS in City- and Bureau-/Office-wide workgroups; lead BTS-chartered workgroups around customer engagement

and project intake; identify BTS service gaps; recommend solutions to meet business needs; monitor service delivery to ensure alignment with evolving customer business needs and efficient, cost effective operations.

5. Assist in developing BTS policies, procedures and standards; recommend changes based on City and Bureau/Office technology requirements; educate customers about and communicate impact of changes to Bureaus/Offices.
6. Advise Bureau/Office business partners on technology vendor management; review and recommend changes to Requests for Proposals, Requests for Information, and contracts.
7. Ensure process and program compliance with federal, state, local, and industry laws, regulations, rules, and policies.
8. Research new software and other related technologies; prepare and lead presentations of software solutions and functionality.
9. Create and promote an equitable workplace that demonstrates an environment respectful of living and working in a multicultural society.

SUPERVISION RECEIVED AND EXERCISED

The work of this classification is performed under general direction and oversight by an Information Systems Manager III or other management-level position.

This classification has no supervisory responsibilities.

KNOWLEDGE/SKILLS/ABILITIES REQUIRED

1. Advanced knowledge of methods and techniques of evaluating and identifying business needs for information or telecommunication systems solutions
2. Knowledge of business functions and relevant statutes, policies, regulations, and ordinances, and the ability to analyze, interpret, explain, and apply them.
3. Knowledge of principles and practices of business communication and program administration.
4. Knowledge of and ability to apply principles, tools, and techniques for information technology project planning and management.
5. Skill in translating customer and business needs and defining requirements.
6. 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.
7. Ability to facilitate meetings and negotiate agreements.
8. Ability to communicate effectively, both verbally and in writing; present information, proposals, and recommendations clearly and persuasively.
9. Ability to exercise independent judgment, problem-solve, and take initiative within established procedures and guidelines.
10. Ability to apply analytic and problem-solving skills to independently develop sound decisions, conclusions, and recommendations.

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 public or business administration, communication, information technology, computer science, or related field;

AND

Experience: Seven (7) years progressively responsible experience with systems analysis, business process analysis, information technology project management, customer relationship management, organizational change management, or related field.

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 or Project Management (PMI PBA, PMP)

Business Relationship Management Professional Certification

Bargaining Unit: Non-represented

FLSA Status: Exempt

HISTORY

Revision Dates: