CITY OF RICHLAND

CLASSIFICATION TITLE:	AFFILIATION:
IT BUSINESS ANALYST	Unaffiliated (Non-Union)
REPORTS TO:	**FLSA STATUS:**
INFORMATION TECHNOLOGY MANAGER OR DESIGNEE	Exempt

GENERAL SUMMARY:
Under the direction of the IT Manager or designee, ensures the IT division is in alignment with the business of the City and its customer departments by eliciting, analyzing, specifying, and validating the business needs of City's business process stakeholders; identifies opportunities to streamline the City's business processes and makes recommendations to business process stakeholders; identifies opportunities to leverage technology to improve the efficiency and effectiveness of the City's business processes by defining requirements and assisting in the vendor selection process. Subject to on-call availability for after standard business hours.

ESSENTIAL JOB FUNCTIONS:
Duties listed are representative of the types of tasks and functions performed by positions of this class of work. Percentage of time and rank of importance of duties are not listed since both will vary by position and work location.

- Manages a project life cycle from documentation of business requirements through solution acceptance by the group or groups who will be responsible for ongoing operations, as assigned.
- Meets with decision makers, systems owners, and end users to define business, financial, and operations requirements as they apply to business processes and technologies.
- Maps existing business processes in order to identify opportunities for improvement.
- Prepares and delivers recommendations for improving processes and/or technologies, including defining impact and outcome criteria.
- Collaborates with project sponsor(s) to determine project scope and vision.
- Conducts interviews and product analysis to gather user requirements.
- Defines technology project scope, goals and deliverables that support business goals in collaboration with the project sponsor.
- Sets and continually manages project expectations with team members and other stakeholders.
- Defines and tracks project success criteria, including timelines and milestones/deliverables, throughout project lifecycle, and conducts project post mortems.
- Effectively communicates and manages project expectations and status to the system managers, owners, sponsors, team members and other stakeholders in a clear and concise fashion.

- Assists in conducting research on software and hardware products to justify recommendations and to support purchasing efforts.
- Collaborates in the planning, design, development and deployment of new applications and enhancements to existing applications.
- Assists in conducting research on software and hardware products to justify recommendations and to support purchasing efforts.
- Estimates the resources and participants needed to achieve project goals.
- Provides assessment of the need for additional staff and/or consultants during the project cycle; works with IT or other department managers for the acquisition of required personnel from within the City, and makes the appropriate request for recruitments if necessary.
- Analyzes and verifies requirements for completeness, consistency, comprehensibility, feasibility and conformity to standards.
- Utilizes standard templates to accurately and concisely write requirement specifications.
- Translates conceptual user requirements into functional requirements in a clear manner that is comprehensible to system owners as well as developers/project team.
- Creates process models, specifications, diagrams, and charts to provide direction to developers and/or the project team.
- Communicates changes, enhancements and modifications through written documentation project sponsors and other stakeholders, so that issues and solutions are understood.
- Develops, standardizes and maintains new or improved processes based on findings and analysis.
- Communicates process changes, enhancements and modifications through written documentation to management, peers, staff and other employees so that issues and solutions are understood.
- Works with affected Departments in the City to facilitate implementation of new or improved business processes.
- Identifies and manages project dependencies and critical path and resolves issues and conflicts within the project team.
- Develops and delivers progress reports, proposals, requirements documentation and presentations.
- Proactively manages changes in project scope, identifies potential crises and devises contingency plans.
- Coach's, mentors, motivates and leads project team members and contractors, and influences them to take positive action and accountability for their assigned work.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS & ABILITIES:
Identify specific and realistic knowledge, skills and abilities necessary to competently perform this job.

Knowledge of:
- Applicable Federal, State, and local laws, rules, codes and regulations related to assigned activities.

- Effective methods for capturing functional requirements and developing technical requirements as part of development of a request for proposal (RFP).
- Project management methods, tools, and principles for managing, scheduling, developing, and coordinating projects, including monitoring costs, work, and performance.
- Modern office practices, methods, procedures and equipment.
- Record-keeping principles, procedures, and techniques.
- Public speaking techniques.
- Interpersonal skills using tact, patience and courtesy.
- Technical aspects of field of specialty.
- Technical and business needs alignment.

Skills and Abilities to:
- Oversee, design and build contracts.
- Analyze, conceptualize and problem-solve.
- Research, review and analyze the effectiveness and efficiency of existing processes and technologies, and develop and recommend strategies for enhancing or further leveraging these processes/technologies.
- Plan, schedule and track project activities, milestones and deliverables using appropriate tools.
- Develop full-scale project plans and associated communications documents.
- Troubleshoot project problem areas/mitigate project risks.
- Direct and lead assigned projects from beginning to end and delegate tasks and responsibilities to appropriate personnel.
- Build, develop and grow any business relationships vital to the success of the project.
- Participate in and occasionally lead presentations and meetings.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, organize own work, set priorities and meet critical time deadlines.
- Operate a variety of modern office equipment and computers in a windows based computed environment, using specialized software application programs appropriate to assigned tasks.
- Use tact, initiative, prudence and independent judgment within general policy, procedures and guidelines.
- Establish, maintain and foster positive and effective working relationships with those contacted in the course of work.

EDUCATION & EXPERIENCE REQUIREMENTS:
- Bachelor's degree in information systems/technology, business management or related field.

- Four (4) years of experience in information technology to include at least two (2) years of experience in project management.
- Proficiency at an intermediate level in the use of Microsoft Office Windows, Internet Explorer, PowerPoint, Outlook, Word, Excel, and Visio.
- Or an equivalent combination of education and experience that would provide the necessary knowledge, skills and abilities to successfully perform the essential functions of the job.

LICENSES, CERTIFICATIONS & OTHER REQUIREMENTS:
- Valid Washington State driver's license upon hire date.
- CMAP Certification within one (1) year of hire date.

COMPETENCIES:

Foundational
- Use Technical/Functional Expertise: Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- Be Accountable for Performance: Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- Provide Excellent Customer Service: Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- Communicate Effectively: Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- Work Safely: Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

WORKING CONDITIONS
The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the

essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Environment:
- The work is generally performed within an office environment, which may include an open cubicle office setting.
- Will require occasional trips to other city offices and other agency offices for business purposes, and in inclement weather.
- Lighting and temperatures are typically adequate, and there are is little to no hazardous or unpleasant conditions caused by noise, dust, etc.
- The noise level in the work environment is usually quiet to moderate.
- Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies/procedures.

Physical Demands:
- Generally sedentary in nature, but may require standing and walking, and the ability to intermittently kneel down, stoop, bend at the waist, twist at the waist and reach, or sit for long periods of time.
- Operate a motor vehicle to visit various City and meeting sites.
- Operate standard office equipment for assigned tasks.
- Ability to lift, push, carry and pull materials and objects weighing up to 20 lbs. on occasion using proper lifting techniques (boxes, paper, office supplies, etc.).
- Manual dexterity of hands and fingers to include repetitive keyboarding, grasping and reaching.
- Good vision to read print and a computer screen.
- Hear and speak to communicate in person, before groups, and over the telephone.

SELECTION GUIDELINES:
The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification description does not constitute an employment agreement between the City of Richland and employee and is subject to change by the City as the needs of the City and requirements of the job change.