



Office of Human Resources
IT Business Analyst Associate - CI3126
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General Statement of Duties

Performs intermediate level professional work performing business process analysis and design to support on line of business applications throughout the City. Documents the functional business requirements of an assigned business area. Responsible for implementing mission and business critical applications and services for the agencies supported.

Distinguishing Characteristics

The IT Business Analyst Associate is distinguished from the IT Business Analyst Senior that performs full performance level professional work as a liaison between business users, functional subject matter experts, systems analysts and technical developers. Typical responsibilities include working with the business to analyze processes (assessing current state and future state process flows), documenting process diagrams, requirements engineering (business, stakeholder, solution and transition requirements), performing system fit/gap analysis, providing input for design specifications, developing and overseeing request for proposals where technology is involved and participation in systems testing.

The IT Business Analyst Associate is distinguished from the IT Quality Assurance Analyst Associate that performs standard or intermediate level professional work supporting the planning, design and execution of various types of testing on simple to complex implementations. Working collaboratively within the IT department developers, project managers, and business analysts as well as with agency partners to execute and validate test cases based upon system requirements.

The IT Business Analyst Associate is distinguished from the IT Systems Analyst Associate that performs standard or intermediate level professional work analyzing, refining and documenting the business requirements of City department and agency customers included in the development, implementation and production of integrated technology software systems. Creates functional and technical specifications for systems to meet business requirements, while ensuring the integrity of the technical design process. Serves as an authoritative technical resource on specific business requirements and information needs of assigned customer departments and agencies in any phase of the application and system development life cycles.

Essential Duties

Performs requirements gathering, functional decomposition, workflow analysis and logical design tasks. Identifies business application and integrated technology opportunities and solutions for resolving business problems.

Elicits and documents non-functional requirements, where appropriate.

Advises customers on best practices, application customizations and interface strategies.

Serves as a customer liaison for technology services.

May perform project leadwork.

Performs other related duties as assigned.

Employees may be re-deployed to work in other capacities in their own agencies or in other City agencies to support core functions of the City during a City-wide emergency declared by the Mayor.

Any one position may not include all of the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

Competencies

Customer Service - Interacts with customers in a friendly and professional manner, works to resolve issues quickly and effectively, and is knowledgeable about products and services.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Reasoning - Identifies rules, principles, or relationships that explain facts, data, or other information; analyzes information and makes correct inferences or draws accurate conclusions.

Technical Competence – Uses knowledge that is acquired through formal training or extensive on-the-job experience to perform one's job; works with, understands, and evaluates technical information related to the job; advises others on technical issues.

Technical Problem Solving - Troubleshoots, diagnoses, analyzes, and identifies system malfunctions to determine the source and cause of the problem.

Working with People - Shows respect for the views and contributions of other team members. Shows empathy, listens, supports, and cares for others, and reconciles conflict

Written Communication - Composes, reviews, edits, and issues written materials for diverse audiences and communicates purpose in a succinct and organized manner that is appropriate for context, time, and place.

Knowledge & Skills

Skill in basic computer operations.

Level of Supervision Exercised

May perform project leadwork.

Education Requirement

Bachelor's Degree in Computer Science, Information Systems or a related field.

Experience Requirement

Two (2) years of professional level experience working on an integrated technology software system development and/or production support team.

Education & Experience Equivalency

One (1) year of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

Licensure & Certification

Certified Business Analysis Professional (CBAP) or Certification of Capability in Business Analysis (CCBA) preferred.

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

Working Environment

Work is primarily performed in an office setting and frequently at other locations for meetings. Work involves pressure due to multiple calls and inquiries and is subject to interruption.

Level of Physical Demand

1-Sedentary (0-10 lbs.)

Physical Demands

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Fingering: Picking and pinching, through use of fingers or otherwise.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Talking: Communicating ideas or exchanging information.

Background Check Requirement

Criminal Check

Education Check

Employment Verification

By position, must obtain Criminal Justice Information Services (CJIS) clearance within the probationary period.

Assessment Requirement

None

Probation Period

Six (6) months.

Class Detail

Pay Grade: EX-10

FLSA Code: Y

Established Date: 2/17/2019

Established By: GT

Revised Date: 7/30/2023

Revised By: JH

Class History: 7/30/2023 – Revised licensure & certification and background check requirements.