City of Des Moines, Washington

JOB DESCRIPTION

BUSINESS SUPPORT ANALYST

Regular, Full-time

Salary Grade: G-21
FLSA Status: Non-exempt
Union Status: Non-represented
EEO Category: Technicians

Under the supervision of the Information Technology Operations Supervisor (ITOS) and the general direction of the Information Technology Director, this position is responsible for analyzing, developing, implementing and modifying various assigned information systems and applications associated with specific business unit requirements. This position will work with end users to clarify current operating procedures, processes, and communicate program objectives. The incumbent will assist users in utilizing systems and solving work problems; evaluating system performance and recommending improvements; ensuring system integrity, accuracy and controls.

Additional duties include monitoring system performance; recommending upgrades, new applications, and equipment. The incumbent will provide a high-level of customer service and must possess strong technical knowledge, an analytical demeanor, ingenuity and a creative approach to problem solving. The Business Support Analyst will have the ability to listen and communicate effectively to understand the problem and explain the solution.

Essential Functions

- Analyzes user and operational needs and business requirements in order to develop, implement and/or modify various assigned information systems and applications.
- Working with subject matter experts to understand the business needs and requirements to determine the right technical architecture and configuration that would support the requirements.
- Identifies system issues to identify the root causes, proposes comprehensive solutions consistent with system design standards, and assists with implementation of changes.
- Participates in defining operational, system and functional changes for assigned information systems and applications and routine requirements gathering and analysis.
- Develops and revises methods and procedures to establish and ensure system integrity and internal controls.
- Evaluates systems performance and identifies deficiencies; analyzes and evaluates the need for new systems or system modification.

- Tracks, troubleshoots and resolves system problems and issues within scope following established guidelines and procedures and assures resolution through proper follow-up.
- Works with vendors, consultants and other IT staff to identify test and troubleshoot system problems and errors; implements and tests and documents remedies.
- Provides consultation to the business unit and recommends changes to improve operations utilizing technology solutions.
- Communicates with customers; provides information and assists to answer operational questions involving assigned system processes and procedures.
- Performs routine tasks such as password resets, network/email/system account creation, web site unblocking, role assignment and tracking.
- Participates in preparing test plans, testing, researching requirements, and maintaining tables and records.
- Participates in roles/security administration, audit preparation, and maintenance of system and data integrity.
- Trains users on the operational use of modules and systems.
- May maintain telephone infrastructure.
- Builds, maintains and adheres to documented procedures for IT operations.
- Establishes and maintains cooperative, effective working relationships with co-workers, other City employees, and the general public using principles of good customer service.
- Reports for scheduled work with regular, reliable and punctual attendance.
- Performs other duties as assigned, including but not limited to being assigned to work in other functional areas to cover absences or relief, equalize peak work periods, or balance the workload.

Necessary Knowledge, Skills, and Abilities

Knowledge of:

- Assigned information systems and application at the enterprise level.
- Principles and processes for providing customer service including setting and meeting quality standards for services, and evaluation of customer satisfaction.
- Interpersonal skills using patience, tact and courtesy.
- Effective communication and active listening skills.

Skill and ability to:

- Receive customer service requests and respond effectively.
- Record, analyze, troubleshoot, repair and /or escalate issues.
- Acquire and improve technical skills through self-study.
- Independently research and develop technical expertise and knowledge.
- Learn City's technology systems quickly to support customers.
- Proficiently operate a computer, including the use of Word, Excel, PowerPoint, Publisher, and Outlook and similar programs.

- Understand, translate and document technical information into non-technical language when appropriate.
- Lead a scope of work as it pertains to areas of responsibility and keep the project manager advised of changes and impact to assigned projects.
- Enter data into computer systems with speed and accuracy.
- Plan and organize work.
- Work independently while maintaining appropriate communications with supervisor about progress and issues and make decisions under broad guidelines.
- Meet deadlines.
- Work under pressure and/or continual interruptions, and to deal with a variety of deadlines of both an immediate and flexible nature.
- Handle a fast-paced environment with multiple concurrent tasks and changing priorities.
- Maintain confidentiality regarding sensitive information and confidential records.
- Demonstrate attention to detail.
- Maintain fair, equitable and cooperative working relationships with co-workers, officials and general public.
- Communicate effectively, both orally and in writing, with the public, other employees, using tact, discretion and courtesy.

Education and Experience Requirements

- Bachelor's Degree in Accounting, Finance, Computer Science, Business Administration, or a closely related field, AND
- Three years of professional experience analyzing information systems and applications, OR
- A combination of experience and training enabling the individual to perform the essential functions of the position may be considered.
- Public sector experience, highly preferred.
- Experience utilizing MUNIS, Spillman, and Microsoft Active Directory desired.

Special Requirements

- Possession of and the ability to maintain throughout employment a valid Washington State Driver's License with a good driving record.
- Successful completion of a pre-employment background and criminal history check.
- Must be willing to work non-traditional hours as required.
- Because of the known effects of tobacco use, the City of Des Moines does not hire applicants who use tobacco products.

Working Conditions and Physical Abilities

- Work is performed in an office setting. May be required to work nights and weekends. Occasional travel to off-site locations is required. Hand-eye coordination and fine-manipulation skills are necessary to operate computers and a variety of office machinery. The position also requires the ability to speak and hear to exchange information, the ability to

sit for extended periods of time, and the ability to bend and stretch to retrieve and maintain files and records.

Equal Opportunity Employer

- The City of Des Moines is committed to hiring a diverse workforce and all qualified applicants, including all ethnic backgrounds and persons with disabilities, are encouraged to apply. The City is an Equal Opportunity Employer and does not unlawfully discriminate on the basis of race, sex, age, color, religion, national origin, marital status, sexual orientation, veteran status, disability status, or any other basis prohibited by federal, state, or local law.
- In accordance with the Americans with Disabilities Act, an employer is obligated to make a reasonable accommodation only to the known limitations of an otherwise qualified individual with a disability. In general, it is the responsibility of the applicant or employee with a disability to inform the employer that an accommodation is needed to participate in the application process, to perform essential job functions or to receive equal benefits and privileges of employment.

General Information

- The statements contained herein reflect general details as necessary to describe the principal functions for this job classification, the level of knowledge and skill typically required and the scope of responsibility, but should not be considered an all-inclusive listing of work requirements.
- The physical abilities described above 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.
- The provisions of this job description do not constitute an expressed or implied contract. Any provision contained herein may be modified and/or revoked without notice.
- Created 2023.