

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: NB492 Business Process Analyst
POSITION #/TITLE: 2624 Business Process Analyst	Adopted: 01-14
	Revised:

POSITION DESCRIPTION

Dept: Information Technology	Manager Level: Program Administrator
Salary Plan/Description: NBU/Non-Bargaining Unit	Salary Grade: 14
Reports To Position #/Job Code #/JC Title: 2489/NB389/Customer Relationship Manager	Dotted-line Reports To Position #/Job Code #/JC Title:
FLSA Status: Exempt	City Overtime Status (Employee Type): Exempt (Salaried)
Physical Demand Rating: Light	Work Environment: Controlled
Pre-employment Testing: Drug and health screening after contingent offer.	Position Testing: Job fit assessment
Personal Protective Equipment: None	

General Statement of Duties

Administers and supports Land Systems Management and Asset Management systems for city-wide system environments. Performs advanced-level business process analysis, including a structured approach to the execution of process management and improvement.

Distinguishing Features of the Class

Considerable leeway is granted for the exercise of independent judgment and initiative.

Examples of Essential Work (Illustrative Only)

Provides Land System Management and Asset Management application support;
Identifies and leads process re-engineering related to Land Systems Management and Asset Management throughout City Departments;
Analyzes all procedures, processes, and tasks to reduce redundancy, build efficiency, and ultimately increase productivity of City staff;
Documents and reports efficiency gains in business processes;
Communicates change and provides training to impacted business units;
Facilitates teams in coordination with City leadership (Directors and Managers);
Monitors and enforces the adoption of the adopted process improvements to prevent regression;
Analyzes users' requests and works with users in the development or modification of computer systems;
Assists in planning and feasibility/requirements analysis for proposed systems;
Prepares the format of input and output documents, screens and files to meet the design objective;
Assists in writing specifications for systems development;
Prepares detailed program documentation and operating documentation;
Tests all phases of the computer system to ensure that user needs are met;
Performs all work duties and activities in accordance with City policies, procedures and safety practices;
Attends work regularly at the designated place and time;
Supports continuous process improvement initiatives;
Performs related work as required.

Required Knowledge and Abilities

Thorough knowledge of computer systems and analysis of computer programs;
Thorough knowledge of systems analytical practices and procedures;
Thorough knowledge of the principles of structured process management;
Thorough knowledge with automated software and system management tools;
Thorough knowledge of software, hardware and computer operating systems (specifically Microsoft Windows XP and 7 Workstation and Microsoft Office Professional);
Thorough knowledge of the functions and operations of the Information Technology Division;
Some knowledge in Six Sigma, LEAN and Balanced Score Card processes;
Ability to communicate effectively both verbally and in writing;
Ability to train and instruct others, including systems and user-support personnel;
Ability to analyze information requirements and needs, identify problems, provide technical advice and consultation, and insure efficient computer systems utilization;
Ability to work cooperatively and to maintain effective working relationships to accomplish job responsibilities;
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
Ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Graduation from an accredited college or university with a Bachelor's Degree in Information Services, Computer Science or a closely related field; and
Considerable experience working with computer software, hardware and operations systems related to computer systems; or
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Required Special Qualifications

Valid Iowa Driver's License.
May be required to obtain Iowa NCIC certification based on work assignment.

Essential Physical Abilities

Requires the following, with or without reasonable accommodation:
Clarity of speech and hearing which permits the employee to communicate effectively;
Sufficient vision which permits the employee to operate equipment and tools;
Sufficient manual dexterity which permits the employee to operate equipment;
Sufficient personal mobility which permits the employee to visit various and other work stations in the City.