

<b>CITY OF CEDAR RAPIDS POSITION PROFILE</b>	<b>JOB CODE #/TITLE:</b> NB451 Utilities Business Process Analyst
<b>POSITION #/TITLE:</b> 2554 Utilities Business Process Analyst	<b>Adopted:</b> 07-09
	<b>Revised:</b>

<b>POSITION DESCRIPTION</b>
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<b>Dept:</b> Utilities	<b>Manager Level:</b> Non-Manager
<b>Salary Plan/Description:</b> NBU/Non-Bargaining Unit	<b>Salary Grade:</b> 11
<b>Reports To Position #/Job Code #/JC Title:</b> 0030/NB186/Utilities Business Manager	<b>Dotted-line Reports To Position #/Job Code #/JC Title:</b>
<b>FLSA Status:</b> Exempt	<b>City Overtime Status (Employee Type):</b> Exempt (Salaried)
<b>Physical Demand Rating:</b> Sedentary	<b>Work Environment:</b> Controlled
<b>Pre-employment Testing:</b> Drug and health screening after contingent offer.	<b>Position Testing:</b> Standard Microsoft Word, Standard and Intermediate Excel, Standard Access, Standard Outlook; Job fit assessment
<b>Personal Protective Equipment:</b> None	

<b>General Statement of Duties</b>
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Provides support to the Customer Information Application/Solution and supporting applications and is the cross-functional role and liaison with IT technical group.

<b>Distinguishing Features of the Class</b>
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Considerable leeway is granted for the exercise of independent judgment and initiative. The Utilities Business Process Analyst classification is distinguished from other business systems application positions by the complexity of assignments and knowledge of business analyst principals.

<b>Examples of Essential Work (Illustrative Only)</b>
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Develops and maintains all Business Process documentation for the Cedar Rapids Utilities;  
Participates with users to identify configuration, conversion, interface and additional application requirements;  
Interacts with stakeholders and end users to gather requirements for new reports, programs and/or process changes;  
Provides guidance for report development and develops report standards and design;  
Initiates manual reports creation and maintains batch process initiation of standard reports generated by the system;  
Creates ad hoc reports and queries utilizing reporting tools available;  
Develops functional specifications and participates in the development of technical specifications for all utility applications and interfaces;  
Assists in all testing phases (system, integration, user, acceptance) for application upgrades and implementations;  
Participates in tracking, prioritization, and resolution of issues;  
Assists in training and mentors end users, programmers, and IT technical personnel;  
Acts as liaison between IT technical staff and Utility functional staff;  
Coordinates and works with IT to manage change management, timelines, and functionality testing;

Develops and maintains product knowledge of Utility applications that support the Utilities customer information, billing and financial system;  
 Maintains Customer Care & Billing system security and access;  
 Configures and maintains functional side of the batch scheduler and cross trains with IT on the operation and maintenance of the batch scheduler;  
 Monitors data quality to ensure that processes for capturing and measuring customer data are accurate and appropriate;  
 Works with users on business process adherence and with IT to develop methods for managing processes;  
 Assists in business process design, change management, and system planning to maximize effectiveness and operational efficiency;  
 Develops business requirements for system implementations/upgrades;  
 Provides ongoing functional user support;  
 Provides change management recommendations for Customer Car and Billing and other supporting systems for the Utilities;  
 Creates and maintains training manuals, trains and supports users of Utility applications as necessary;  
 Assists in validation of data conversions;  
 Performs required administrative tasks as required;  
 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.

<b>Required Knowledge and Abilities</b>
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Thorough knowledge of Utility Applications to provide and communicate product configuration options and guidance for Utility functionality requirements;  
 Thorough knowledge of business processes and related system installations, conversions, interfaces and support;  
 Thorough knowledge of business software applications, business activities and processes as it relates to the Utilities;  
 Ability to analyze, recommend, and implement continuous improvement processes;  
 Ability to handle confidential information with tact and discretion;  
 Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;  
 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.

<b>Acceptable Experience and Training</b>
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Graduation from an accredited college or university with a Bachelor's Degree in Information Services or Computer Science or a closely related field; and  
 Considerable experience in supporting Customer Information, Utility and Billing systems; or  
 Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

<b>Required Special Qualifications</b>
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None

### **Essential Physical Abilities**

Requires the following with or without reasonable accommodation:

Sufficient clarity of speech and hearing, which permits the employee to communicate effectively;

Sufficient vision, which permits the employee to prepare detailed printing materials, and to read a wide variety of materials;

Sufficient manual dexterity, which permits the employee to operate a computer keyboard and other computer related equipment;

Sufficient personal mobility, which permits the employee to work in the general office environment and visit other work sites in the City.