

CITY OF TUALATIN

Classification Description

Job Title: Business Systems and Data Analyst
Department: Assigned Department
Reports To: Assigned Supervisor, Manager, or Director
FLSA Status: Non Exempt

SUMMARY: Perform a variety of professional, analytical, and technical work involving operational and data analysis for the assigned department. Develop and/or modify a variety of computer applications to meet department operational needs and tasks.

ESSENTIAL DUTIES AND RESPONSIBILITIES: include the following. Other duties may be assigned.

Develop, initiate, recommend, and implement data-driven strategies, tactics, policies, programs, and organizational, technological, and operational changes.

Design, structure, develop and test department tracking systems and programs, including advanced database applications. Analyze data, identify issues and make recommendations as necessary.

Analyze data and resources to determine the most effective compilation and analysis of data. Coordinate with department staff.

Perform research and statistical analysis of department-wide technology, administration and operational programs. Develop statistical information and make recommendations based on analysis.

Identifies and analyzes complex, ambiguous and/or conflicting work process, information management and reporting issues; develops and refines departmental process and internal organizational relationships; meets with internal customers to discuss systems and process alternative capable of meeting departmental needs; recommends work process and or operating changes to complement technology solutions; translates departmental needs into computer software designs or recommended off-the-shelf applications.

Participate in evaluating vendor product packages and their fit with the department requirements; researches and recommends hardware, network and/or software characteristics and requirements; writes system requirement and/or specification documents.

Participate in department operational processes including staff selection, budget preparation/monitoring, policy/procedure development and implementation. Evaluates the cost benefit of departmental process/technology alternatives, gain agreement on project deliverables, metrics and service levels, determine and resolve issues, seek department cooperation, involvement and action to achieve objectives and report on project progress.

For their assigned department, defines application data requirements; identifies data sources; diagrams data flow and data relationships; in consultation with the Information Services department staff, leads, facilitates and/or participates in the logical design of applications databases; develops database specifications; defines file/table structures; analyzes systems interface requirements, coordinates the integration and migration of data between databases; uses query tools to develop and generate reports; may perform basic database maintenance, administration and recovery on applications databases.

Designs the parameters for test environments and testing scenarios; participates in conducting systems test and conversion and installation processes; identifies types and causes of test problems and works with

the department staff and Information Services department to recommend and implement solutions; ensures performance of all quality assurance reviews are completed successfully; ensures newly installed applications are functioning correctly.

Develop work plans, timelines and resource allocations for assigned projects. Monitor progress to ensure objectives are met. Uphold the department's operational philosophy.

Produce an acceptable quantity and quality of work that is completed within established timelines.

Serve as a model for accomplishing City's vision and goals. Model and promote an environment that supports the highest quality results. Provide excellence in internal and external customer service. Create a positive experience for customer through professional and courteous behavior and creative problem resolution.

Represent the City to the public, in legal or administrative proceedings, to other organizations or entities and in other situations as required. Make presentations and provide comment and testimony. Advance and protect the interests of the City and its citizens in all matters.

Participate in the City Emergency Management program including classes, training sessions and emergency events. Proposes disaster recovery and business continuity plans.

Establish and maintain positive working relationships within the organization, other agencies and public officials.

Promote a team environment and organizational goals.

Serve as Department liaison to the Information Services department and as a knowledgeable resource to staff on organizational and departmental information systems issues. Train department staff in systems and software usage. Serve on or provide support to a variety of committees, task forces and advisory groups as necessary.

SUPERVISION: Receives direction from assigned supervisor, manager, or director on specific projects and/or programs. This job has no supervisory responsibilities. May provide training to other personnel. Work is subject to periodic review while in progress or upon completion by the supervisor.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Attendance & Punctuality – Consistently at work and on time; Arrives at meetings and appointments on time.

Cost Consciousness - Works within the approved budget; Conserves organizational resources.

Customer Service - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

Dependability - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Design - Generates creative solutions; Applies design principles; Demonstrates attention to detail. Makes use of manual and software design tools.

Diversity - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

Ethics - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Interpersonal Skills – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Oral Communication - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Planning & Organizing – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Technical Knowledge/Ability: Advanced knowledge of principles and methods of systems analysis, business process and entity relationship analysis tools and methods. Knowledge of systems design principles, methodologies and tools, including those applicable to client server environments. Basic Database theory, design rules and development practices, including data modeling and data flow. General functions, capabilities, characteristics and limitations of standard computer platforms and devices as they apply in performing business, systems and data analyses. Advanced knowledge of research methodologies. Working knowledge of departmental practices and principles. Working knowledge of the laws and regulations governing the department's disciplines. Basic knowledge of practices and principles of public/business administration practices and decision-making. Working knowledge of strategic planning methods. Basic knowledge of public purchasing and contracting laws and regulations. Expert ability to use word-processing, spreadsheet programs or other application software as required for position. Basic project management methods, tools and techniques.

Language Skills: Advanced skill in compiling and analyzing data. Advanced ability in designing custom applications. Advanced ability to perform statistical analysis. Strong skill in conceptual analysis and policy/program development and implementation. Ability to productively manage and/or participate on a team and in a team environment including the ability to develop a team approach to producing high quality results. Ability to demonstrate leadership behavior to employees, contractors, public officials, other agencies, customers and the general public. Advanced ability to establish and maintain effective working relationships with employees, contractors, other agencies, public officials and the general public. Advanced ability to apply excellent internal and external customer service skills. Advanced ability to communicate technical and non-technical information effectively both orally and in writing to diverse customers, employees, contractors, other agencies, public officials and the general public. Ability to make presentations and develop reports that may include technical information.

Reasoning Ability: Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

Certificates, Licenses, Registrations: Possession of, or ability to obtain possession of, a valid Oregon driver's license prior to appointment, and the ability to be insured.

EDUCATION & EXPERIENCE: Associate's degree in computer science, management information systems, or a closely related field applicable to the assigned department; and 3 years experience in systems and/or data analysis or a closely related field to the assigned department; or any equivalent combination of education, training and experience which would enable the person to perform the essential functions of the position and allow them to adapt quickly to shifting information technology needs.

PHYSICAL DEMANDS & WORK ENVIRONMENT: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is: regularly required to sit and talk or hear; frequently required to stand; walk; and use hands to finger, handle, or feel; occasionally required to reach with hands and arms; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Hand-eye coordination is necessary to operate computers and various pieces of office equipment. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.

Work is performed mostly in office settings with extensive computer workstation inflexibility. Office environment is fast paced and characterized by frequent deadlines/interruptions and moderate noise level.

Employee must have the ability to work a flexible schedule subject to the operational needs of the City. Employee may be subject to continual interruption.