



Name			
Position Title	IT Business Analyst	Department	Information Technology (IT)
FLSA	Exempt	Reports To	IT Enterprise Services Manager
Pay Grade	11	Unit	Non-Represented
FTE	1.0 FTE		

Purpose of Position

The purpose of this professional exempt position is to perform skilled technical work analyzing business processes and supporting systems; researching, evaluating, and recommending processes and business solutions; performing enhancements to processes and applications; and serving as project manager in the implementation of business processes and information systems. The incumbent is responsible for complex projects and will be required to collaborate with internal and external customers, plan, design and manage technology initiatives, including streamlining processes and procedures, reducing expenses, and increasing efficiencies. The incumbent must possess excellent written and oral skills, as well as excellent listening and interpersonal skills. The incumbent must be self-motivated, and capable of working in a team-oriented, collaborative environment. The incumbent must have a keen attention to detail and proven analytical and creative problem-solving abilities. Position performs confidential tasks and exercises significant latitude to make independent decisions and commit city resources. The work is performed under the direction of the IT Enterprise Services Manager

Essential Duties & Responsibilities

The following duties are normal for this position. The duties and responsibilities are not to be construed as exclusive or all-inclusive. Other duties may be required and/or assigned.

- Schedule and prioritize work assignments, monitor, and update the IT Enterprise Services Manager on status of work in progress, reviews own work to assure work quality and timely completion of assigned duties and responsibilities. The ability to act with a sense of urgency, meet deadlines and handle more than one project/service simultaneously.
- Presents recommendations relating to large projects to Department staff; addresses operational items by prioritizing and presenting a synopsis for discussion; performs evaluation of specific business processes and presents findings to management.
- Proactively pursues an understanding of business processes by performing ongoing communications with end users, supervisors, and managerial staff and by utilizing standard business analysis techniques.
- Assesses the deficiencies of existing processes and supporting systems; provides high level cost/benefit analysis and presents recommendations and business case to management and stakeholders.
- Serve as a project coordinator of technology related projects; evaluate project requirements and timelines; provide guidance and direction to assigned personnel and coordinate project phases.
- Define, develop, and document project requirements, objectives, deliverables, and specifications on a project-by-project basis in collaboration with internal users and departments.
- Define project plans, including scoping, scheduling, and implementation. May prepare project status reports, impacts, and estimate reports, cost benefit analyses report and project plans.

- Provides support and integration of third-party applications. Write programming scripts to enhance functionality and/or performance of City Information Technology systems as necessary.
- Designs, develops, and maintains various reports for end users. Performs requested data analysis using SQL and other analytical tools as required.
- Administers and maintains the City's content management system for the public website. Ability to implement semi-complex changes directly to webpages as needed.
- Administers and maintains the City's document management and workflow/form management systems.
- Train end users to operate new or modified programs. Install software for end users as required. Prepares training material for operators and users of programs, trains operators and users on programs. Prepares and writes program and system documentation. Explain complicated and technical information in simple, non-technical language.
- Stays abreast of new technologies and processes that pertain to the needs of City departments by attending conferences, participating in user groups/consortiums, attending training sessions and vendor events, reading technical literature, and networking with peers.

General IT Department Duties & Responsibilities

While the following tasks are necessary for the work of the department, they are not an essential part of the purpose of this position and may also be performed by other department staff.

- Reports observed misconduct of internet and computer usage to the Director of Information Technology and/or the Deputy Director of Human Resources.
- Must maintain confidentiality of City personnel data and other proprietary information.
- Complies with all City and department policies and procedures, to include, but not limited to: PCI, PII, HIPAA and CJIS.
- Maintains regular and predictable on-site attendance.
- Behaves in a professional, courteous, and respectful manner towards department personnel, city staff, elected representatives, contractors, vendors, and the public always.
- Could assist in confidential investigations, including data retrieval of employee computer systems, which may result in disciplinary measures of an employee. Will create reports and provide interpretation of reports. Must maintain confidentiality of City personnel data information and other proprietary information and employee personnel and medical information.
- Occasional work beyond the normal working hours, including weekends, will be required of this position.

Additional Duties & Responsibilities

While the following tasks are necessary for the work of the department, they are not an essential part of the purpose of this position and may also be performed by other department staff.

- Performs related functions as assigned or required.

Minimum Training & Experience Requirements

- College diploma or University degree in the field of computer science, information systems, or software engineering and 3 years related experience, or associate degree and 5 years related experience required.

- Experience with writing SQL queries and developing reports using SSRS and other reporting/BI tools. Knowledge of HTML, CSS and JavaScript and the ability to develop semi-complex web pages. Flexible and adaptable about learning and understanding new technologies.
- Experience with modern computer operating systems to include desktop and server versions of Windows and Linux. Experience with modern databases, to include Microsoft SQL server and Oracle RDBMS systems. Experience with modern web and application hosting servers to include Microsoft IIS and Nginx. Experience with Microsoft Office and SharePoint systems.
- Strong written, oral, and interpersonal communication skills. Able to communicate effectively with non-technical staff and with members of interdisciplinary teams.
- Position requires a valid driver's license.
- Must be able to pass an FBI background check.

Physical & Mental Requirements

Language Ability and Interpersonal Communication

- Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.
- Ability to decide the time, place, and sequence of operations within an organizational framework, and to implement their execution. Ability to analyze and categorize data and information using established criteria, to determine consequences and identify and select alternatives.
- Requires the ability to persuade, convince, influence, train, and monitor, in favor of a desired outcome. Ability to advise and interpret regarding the application of policies, procedures, and standards to specific situations.
- Ability to utilize a variety of advisory and design data and information.
- Requires the ability to utilize a variety of reference, descriptive and/or advisory data and information such as reports, logs, lists, documentation, manuals, software, policies, procedures, guidelines, and non-routine correspondence.
- Requires the ability to communicate orally and in writing with the department staff, other City departments and computer users, City Council, vendors, and the public.

Mathematical Ability

- Requires the ability to perform addition, subtraction, multiplication, and division; calculate percentages, fractions, decimals, interest, discount, and ratios; may require the ability to perform mathematical operations with fractions and algebra. Ability to interpret descriptive statistical reports.

Judgement and Situational Reasoning Ability

- Requires the ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic or schedule form. Ability to utilize scripting and batch languages. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objective.
- Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory, judgmental and/or subjective criteria, as opposed to criteria that are clearly measurable or verifiable. Ability to establish priorities.

Physical Ability

- Requires the ability to operate, and perform complex rapid adjustment on equipment, machinery and tools such as a computer and other office machines, vehicles, test instruments, and/or related materials used in performing essential functions.
- Requires the ability to coordinate eyes, hands, feet, and limbs in performing movements requiring skill and training, such as keyboarding, maintaining computer systems.
- Tasks involve the intermittent performance of light physical work, typically involving some bending and reaching. Large percentage of time is spent sitting at application development workstation.
- Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes and sounds associated with job-related objects, materials, and tasks.

Environmental Adaptability

- Ability to work under generally safe and comfortable conditions where exposure to environmental factors may cause discomfort and poses a limited risk of injury.

The City of La Crosse is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.