

City of Portland

Business Systems Analyst III

FLSA Status: Exempt

Class Code: 30003012

Bargaining Unit: District Council of Trade Unions (DCTU)

Effective: March 9, 2022

General Summary

Reports to a Manager, or other management-level position. Under minimal supervision, provides and leads project management, and professional, technical, and analytical duties related to the operation, maintenance, and enhancement of Citywide or Bureau-/Office-specific information systems.

Responsibilities include: providing technical and functional support over multiple information systems and software functionalities; leading a team of analysts in information systems support and projects; managing software functionality, implementation, and updating projects; coordinating with customers regarding business requirements; performing advanced business analysis and recommending solutions; ensuring process and program compliance.

Distinguishing Characteristics

Business Systems Analyst III is the third of three classifications in the Business Systems Analyst series.

Business Systems Analyst III is distinguished from Business Systems Analyst II in that the former is required to possess advanced knowledge of software systems and business processes and frequently serves in a leadership role over larger projects.

Business Systems Analyst III is distinguished from the Technology Capital Project Manager in that the latter is responsible for complex information technology implementation or enhancement projects from inception to completion.

Business Systems Analyst III is distinguished from the Technology Business Representative in that the latter provides technology service management to assigned Bureaus/Offices and provides recommendations independently on complex and strategic technology issues and the former performs professional business analysis on specific processes or software solutions.

Typical Duties/Examples of Work

Depending on the assignment, the incumbent may perform a combination of some or all of the following duties, and perform related duties, as assigned.

General Duties:

1. Provide professional support for complex software configuration and functionality; perform complex business analysis and configuration; monitor and apply regulatory and legal changes that affect business processes and software functionality.
2. Analyze and document processes and procedures for software applications; monitor and apply regulatory and legal changes that affect business processes and software functionality; assist with installation of new applications; coordinate software functionality with other technology teams or Bureaus/Offices.
3. Consult with management-level staff, end users, other staff, and outside agencies regarding business needs, software solutions, and best practices; write and coordinate business cases, gather requirements, and

complete gap analyses; research technical and functional solutions; evaluate processes in relationship to business needs.

4. Design or lead a project team in developing new or enhanced systems and processes; evaluate design and technology alternatives; evaluate vendor product packages and determine their fit with Bureau/Office requirements; recommend hardware, network, and software requirements, and write specification documents.
5. Provide technical and functional monitoring of multiple software applications.
6. Assist in managing projects designed to implement new software or information system functionality; research and recommend software solutions; coordinate processes and configurations; implement project plans.
7. Audit and assess validity of data in information systems; recommend information system and business process changes to improve data integrity.
8. Ensure process and program compliance with federal, state, local, and industry laws, regulations, rules, and policies.
9. Develop and monitor software and information technology performance indicators; monitor efficiency and effectiveness of applications.
10. Research, evaluate, implement, and administer third-party software tools to enhance software functionality and streamline business processes; collaborate with system vendors to recommend changes and system updates.
11. Create and promote an equitable workplace that demonstrates an environment respectful of living and working in a multicultural society.

Supervision Received and Exercised

The work of this classification is performed under minimal supervision and oversight by an Enterprise Business Solutions Manager, Manager, or other management-level position.

This classification has no supervisory responsibilities, but may lead the work of a small to moderate size team.

Required Knowledge, Skills and Abilities

1. Advanced knowledge of methods and techniques used in the installation, troubleshooting, upgrading, and problem resolution of software and other information systems.
2. Knowledge of business functions and relevant statutes, policies, regulations, and ordinances, and the ability to analyze, interpret, explain, and apply them.
3. Knowledge of principles and practices of business communication and program administration.
4. Advanced knowledge of principles, practices, and techniques of systems analysis, information technology and communications systems management, including application design, hardware and software applications, and equipment.
5. Knowledge of and ability to apply principles, tools, and techniques for information technology project planning and management.

6. Ability to design, test, implement, manage, and support complex technology solutions.
7. Ability to communicate effectively, both verbally and in writing; present information, proposals, and recommendations clearly and persuasively.
8. Ability to exercise independent judgment, problem-solve, and take initiative within established procedures and guidelines.
9. Ability to apply analytic and problem-solving skills to independently develop sound decisions, conclusions, and recommendations.
10. Ability to establish and maintain effective working relationships with those contacted in the course of work; demonstrate tact, diplomacy, patience, and gain cooperation through discussion and collaboration.
11. Ability to provide guidance to staff to accomplish overall work objectives and lead a diverse group of non-technical and technical personnel.
12. Ability to analyze customer business, communication, and information technology needs; identify alternative technological approaches; develop integrated, efficient, and cost-effective implementation plans.
13. Ability to work with a multicultural workforce, promote an equitable workplace environment, and apply equitable program practices to diverse and complex City services.

Required Minimum Qualifications

Any combination of education and experience that is equivalent to the following minimum qualifications is acceptable.

Education/Training: Bachelor's degree from an accredited college or university with major course work in business administration, information technology, computer science, or related field;

AND

Experience: Seven (7) years progressively responsible experience with integrated system configuration, business process analysis, project management, and data modeling or related field.

Special Requirements and/or Qualifications:

Specific experience or qualifications may be required for certain positions.

A valid state driver's license may be required for certain positions.

Preferred Qualifications:

Experience working for a public agency.

Project Management Institute Professional in Business Analysis (PMI PBA)

International Institute of Business Analysis - Certification of Competency in Business Analysis (CCBA)

HISTORY

Adopted 12/13/2018

Revision Dates:

3/9/2022 – Updated to union representation