

**JOB DESCRIPTION  
CITY OF SPRINGFIELD**

**HUMAN RESOURCES DEPARTMENT  
EMPLOYMENT AND  
COMPENSATION DIVISION**

Job Title	<u>Business Systems Analyst</u>
Sch & Grade	<u>PAT-8</u>
Class Code	<u>CI03</u>
FLSA Status	<u>Non-Exempt</u>
Bargain Unit Elig.	<u>Not Eligible</u>
Occupational Group	<u>IT Infrastructure and Applications</u>

**PRIMARY PURPOSE:**

Plans, designs, integrates, and launches moderately complex efficient software systems in support of core organizational functions and business processes. This includes gathering and analyzing data in support of business cases, proposed projects, and systems requirements. Applies proven communication, analytical, and problem-solving skills to help maximize the benefit of IT system investments for the city.

**SUPERVISION:**

Under the supervision of the Director of Information Systems. May be assigned to a specific department assignment with immediate supervision under specific department manager and technical IS supervision and direction received from Director of Information Systems.

**DESCRIPTION OF WORK:**

**ESSENTIAL FUNCTIONS:**

1. Reviews and analyzes system software specifications, requirements and procedures for moderately complex program development and implementation. Determines effectiveness and efficiency of existing systems and develops strategies for improving or further leveraging these systems. Leads design sessions in prototyping new systems for the purpose of enhancing business processes, operations, and information process flow.
2. Meets with decision makers and systems end users to define business, financial, and operations requirements and systems goals, and identify and resolve systems issues. Communicates with administrative systems analysts and users to ensure requirements meet the purpose and scope of the business needs.
3. Performs cost-benefit and return on investment analyses for proposed systems to aid management in making implementation decisions.
4. Identifies and establishes scope and parameters of systems analysis in order to assist with purchasing and implementation decisions.
5. Prepares system flow charts and documentation and creates systems models, specifications, diagrams and charts for on-going support.
6. Coordinates the testing of the program's functions, including end-user reviews, for modified and new systems, and the implementation of the systems from developmental to operational status. Provides post-implementation support as needed.
7. Resolves any questions regarding the systems requirements, major component elements, functionality and logic.
8. Provides training to the users of the modified or new systems developed.
9. Travels to various city departments to provide support as assigned.

**IMPORTANT FUNCTIONS:**

1. Attends conferences, workshops, seminars and other training for professional development purposes

*Performs related work as required.*

## **QUALIFICATIONS REQUIRED:**

Any combination of education, training, and experience providing the following knowledge, skills, and abilities:

### **Knowledge**

Working knowledge of network, PC operating systems and cloud-based software is essential. Working knowledge of current network hardware, protocols, and standards, including TCP/IP, Ethernet & WiFi is preferred..

Comprehensive knowledge of core line-of business software applications as well as a general understanding of how an interactive, client-server or web-based application and database functions. Experience troubleshooting end-to-end problems with computer systems is critical. Knowledge of computer functions such as printing, spreadsheets, databases, word processors, graphics, and local area networks is recommended.

### **Abilities**

Design, develop, analyze, and implement systems software and hardware solutions and products and make effective recommendations; determine computer design needs as well as write, document, and test applicable systems; prepare clear, concise and comprehensive reports; learn advanced computer knowledge and skills; train and assist employees in various operating departments; presents an overall professional image; strong customer service delivery; prioritize and execute tasks in a high-pressure environment; strong attention to detail; effective analytical, mathematical, and creative problem-solving skills; project management skills; follow oral and written instructions; communicate effectively both verbally and in writing; successfully interface and communicate with employees at all levels of organization; effectively welcome and embrace differences among employees and citizens; performs effectively as a member of a collaborative team in carrying out the City's stated mission and philosophy; deal effectively and courteously with associates and the general public; perform the essential functions of the job without posing a direct threat to the health and safety of others.

### **Experience, Education, and Training**

Typically requires graduation from an accredited college or university with a Bachelor's Degree in Computer Information Systems, Computer Science, or related functional area degree, plus at least two years of related and responsible experience. Experience must be commensurate with current vacancy. A non-related degree with a combination of directly related municipal information technology experience that demonstrates increasing responsibility with city computer applications and systems may be substituted for some of the education requirement.

### **Physical Requirements**

Performs bending, sorting, and reaching to both ground level and overhead; lifts, carries, pushes and pulls up to 40 pounds; must be able to hold and grip objects; must possess ability to effectively operate computer keyboard and/or mouse; may be subject to sitting for long periods of time.

### **Working Environment**

Primarily indoors with heating and cooling regulated in a general office environment.

### **Licensing/Certification**

None required.

### **Miscellaneous Requirements**

If operating a motor vehicle for the purpose of completing job duties, must possess valid Missouri Motor Vehicle Operator's License.

<b>Last Revision:</b>	September 6, 2015	<b>GENERAL ORDINANCE NO.</b> 5056
<b>Comments:</b>	Occupational Group	<b>Date:</b> March 5, 2001

**I have read the foregoing job description in its entirety and understand its contents. I can perform the essential functions outlined with or without reasonable accommodation under the Americans with Disabilities Act.**

**Signed:** \_\_\_\_\_ **Date:** \_\_\_\_\_