

City of Fort Worth, Texas Job Description

Classification Title	Senior Business Process Analyst		
Job Code:	PR3010	Job Family:	Professional
Pay Grade	710	Date Created:	02/16/2018
FLSA Status	Exempt	Date Revised:	11/10/2018

GENERAL SUMMARY

Performs as a senior technical liaison for more complex business applications and as a project analyst for assigned area. Administers and maintains more complex projects, systems and/or technical business processes. Provides user support and helps to identify customer needs and improve business processes. Serves as point of contact for issues related to departmental systems, training, procedures and/or testing.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Supervises staff, as assigned, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Plans, tracks and oversees activities on more complex departmental projects related to systems and business requirements.
3. Performs complex business analysis; collects and analyzes the business requirements to ensure successful implementation and efficient utilization of systems.
4. Consults with the IT department when necessary to design and document basic work flows to ensure proper application/user interface; may create document links.
5. Manages department use of application modules and provides user administration such as add/change/delete permissions (role) assignment and develop Service Level Agreements. (SLAs).
6. Provides training to end-users and may provide basic desktop and mobile-user training on new systems.
7. Performs quality assurance and controls data integrity.
8. Uses and/or troubleshoots related software (e.g. GIS, Accela, ILS, TASKE, NICE, CODE-Ops, etc.).
9. Generates and maintains mostly complex reports to leverage system capabilities and/or MS Office tools and uses SQL or other database product to create queries and/or define reports.
10. Configures applications interfaces to include department dashboards.
11. Tracks and oversees the procurement process for software and/or hardware and also maintains department inventory.

12. Serves as senior technical and systems liaison to other departments and outside vendors.
13. Performs other related duties as required.
14. Adheres to assigned work schedule as outlined in the Department and city attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Organization, departmental objects, culture, interrelationships of business functions.
 - Business process mapping or re-engineering (desired).
 - Business analysis, Lean and Six Sigma (desired).
 - Service level agreements.
- **Skill in:**
 - Computers and applicable software.
 - Mathematics.
 - Critical thinking and analysis.
 - Problem solving and conceptual thinking.
 - Teamwork and interpersonal relations.
 - Contract negotiation (if applicable).
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Analyze and document complex business processes.
 - Provide business and process knowledge and support to the implementation of technical solutions.
 - Interpret department business needs and translate them into application and operational requirements.
 - Identify and document business issues.
 - Analyze and solve business problems.
 - Interpret and apply federal, state and local policies, laws and regulations in area of responsibility.
 - Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college or university with major course work in Business Administration, Public Administration, or related field and five or more years of business experience and business analysis experience.

OTHER REQUIREMENTS

Valid Texas Driver's License.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in the class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands 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.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or constantly having to lift, carry, push, pull, or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.