

City of Fort Worth, Texas Job Description

Classification Title	Business Process Analyst II		
Job Code:	PR3000	Job Family:	Professional
Pay Grade	708	Date Created:	01/25/2017
FLSA Status	Exempt	Date Revised:	05/02/2025

GENERAL SUMMARY

Performs as an experienced technical liaison for business applications and project analyst for assigned area. Administers and maintains projects, systems and/or technical business processes. Provides user support and helps to identify customer needs and improve business processes. Serves as a 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. Plans, tracks and oversees activities on assigned departmental projects related to systems and business requirements.
2. Performs simple to complex business analysis; collects and analyzes the business requirements to ensure successful implementation and efficient utilization of systems.
3. Consults with the IT department when necessary to design and document basic work flows to ensure proper application/user interface; may create document links.
4. Manages department use of application modules and provides user administration such as add/change/delete permissions (role) assignment and develop Service Level Agreements. (SLAs).
5. Provides training for end-users and may provide basic desktop and mobile-user training on new systems.
6. Performs quality assurance and controls data integrity.
7. Uses and/or troubleshoots related software (e.g. GIS, Accela, ILS, TASKE, NICE, CODE-Ops, etc.).
8. Generates and maintains basic/standard and more complex reports to leverage system capabilities and/or MS Office tools and may use SQL or other database products to create queries and/or define reports.
9. May configure applications interfaces to include department dashboards.
10. Tracks and oversees the procurement process for software and/or hardware and maintains department inventory.
11. Serves as technical and systems liaison to other departments and outside vendors.
12. Performs other related duties as required.
13. Adheres to the 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.

When assigned to the Fire Department

1. Uses historical dispatching data and geographic information system (GIS) software to manage ambulance deployments.
2. Writes SQL queries to extract data for analysis and reporting.
3. Uses reporting tools to create recurring reports.
4. Harnesses and integrates data from various data sources including databases, file data sources, web APIs, etc., to create data visualizations and dashboards.
5. Creates, updates, and maintains data interfaces to extract, transform, and load data between software systems.
6. Performs quality assurance and controls data integrity.
7. Drafts large-scale maps using GIS software, performs GIS analysis, and maintains/edits GIS data.
8. Generates appropriate documentation and writes analytical reports and appropriate correspondence.
9. Consults with department users to determine requirements, research latest trends and technology, and tests various options to arrive at optimal solutions.
10. Attends training sessions and plans meetings as appropriate, stays current with industry trends and innovations, and research/analyzes new technologies.
11. Serves as a liaison with the IT Solutions Department, technical staff of other departments and outside vendors.

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 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 four 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.