



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 465.1

Job Title: **IT ASSOCIATE – BUSINESS ANALYSIS**

Pay Grade: 17

GENERAL SUMMARY:

The purpose of this position is to optimize business performance by identifying business needs and defining technical solutions that will maximize the value delivered to stakeholders. Under direct supervision, assists in formulating and defining systems scope and objectives based on both user needs and a basic understanding of applicable business systems and industry requirements.

RESPONSIBILITIES:

BUSINESS ANALYSIS: Formulates and defines systems scope and objectives through research and fact-finding combined with a basic understanding of business systems and industry requirements. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary under direction of experienced Business System Analysts. Competent to consider most business implications of the application of technology to the current business environment.

CUSTOMER SERVICE: Assists in fostering collaboration between business and IT, with basic understanding of the business operations perspective. May work with stakeholders to document existing processes and objectives.

TEAM EFFORT: Contributes to team effort by accomplishing related results and performing related responsibilities as needed.

SPECIFICATIONS:

KNOWLEDGE:

Requires an Associate's degree in Computer Science, Management and Information Systems (MIS) or a closely related field. System-specific technical certifications may be considered a substitution for Associate's degree. This entry level position has sufficient educational knowledge to begin performing business analysis functions, but requires significant instruction and guidance.

EXPERIENCE:

No experience is required. Up to two (2) years of applicable experience may be substituted for the education requirement.

COMPLEXITY:

This is an entry level position where employee is learning to perform work that requires the direct application of a variety of procedures, policies and/or precedents. Moderate analytic ability is required in applying guidelines, policies and procedures, and in adapting standard methods to fit facts and conditions.

SPECIFICATIONS (cont'd):

IMPACT OF ACTIONS: Errors in work typically lead to minor inconvenience and costs. Work is typically performed under moderate to high supervision and within standard operating procedures. The incumbent occasionally can function autonomously, with the team lead or manager available to answer questions as they arise. Ability to pass and maintain federal security clearances may be a requirement.

SUPERVISION EXERCISED:

Direct Supervision:

No direct reports.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with technical staffs and occasionally with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating two personal calendars, resolving problems and/or obtaining necessary information.

External Contacts:

Level of external contact is primarily with administrative support, technical and professional staff. Interaction involves information exchange and/or simple service activity requiring moderate tact and cooperation.

PHYSICAL EFFORT:

The position is physically comfortable; the individual has discretion about walking, standing, etc.

WORK ENVIRONMENT:

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions. Significant time spent using computer display, keyboard, and mouse.

PHYSICAL SKILL:

Requires the ability to make closely coordinated eye/hand movements within very fine tolerance and/or calibration demands.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY: Information Technology – Business Analysis

Technical Track:

IT Associate – Business Analysis
IT Specialist – Business Analysis
IT Professional – Business Analysis
Senior IT Professional – Business Analysis
IT Architect – Business Analysis

Management Track:

--
--
IT Lead -- Business Analysis
IT Manager -- Business Analysis

Effective: November 2015