



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 465.2

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

Pay Grade: 22

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 general direction, formulates and defines system scope and objectives based on both user needs and a good 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 an understanding of applicable business systems and industry requirements. With this knowledge, develops or modifies information systems with low to moderate complexity. Includes analysis of business and user needs, documenting requirements, and revising existing system logic difficulties as necessary. Competent to work in some phases of systems analysis, but relies on more experienced business analysis professionals for assistance with larger, more complex projects.

CUSTOMER SERVICE: Plays a key role in fostering collaboration between business and IT, with strong understanding of the business operations perspective. May work with stakeholders to conduct feasibility studies and develop simple business cases to justify an investment in change.

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

SPECIFICATIONS:

KNOWLEDGE:

Requires a Bachelor's degree in Computer Science, Management and Information Systems (MIS) or a closely related field.

EXPERIENCE:

At least three (3) years of technology experience performing business analysis functions. Related professional experience may be substituted for the education requirement on a year-for-year basis

COMPLEXITY:

Work 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. Able to fully perform work of low to moderate complexity and variation under general direction.

SPECIFICATIONS (Continued):

MPACT OF ACTIONS:

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under general supervision and within standard operating procedures. The incumbent can function under general direction, with the team lead or manager available to answer questions as they arise. Ability to pass and maintain federal security clearances may be required.

SUPERVISION EXERCISED:

Direct Supervision: No direct report employees.

Indirect Supervision: No direct report employees.

CONTACTS:

Internal Contacts:

Level of internal contact is primarily with technical staffs and with professionals and supervisors. Interaction requires moderate tact and cooperation; e.g., scheduling and/or coordinating 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. Operates a motor vehicle.

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. Operates a motor vehicle.

MISCELLANEOUS:

Performs related work as required.

JOB FAMILY: Information Technology – Business Analysis

Technical Track:

IT Intern
IT Associate – Business Analysis
IT Specialist – Business Analysis
IT Professional – Business Analysis
IT Sr. Professional – Business Analysis
IT Architect – Business Analysis
--

Management Track:

--
--
--
IT Lead -- Business Analysis
IT Manager -- Business Analysis
IT Assistant Director – Business Analysis
IT Deputy Director

*Effective: November 4, 2015
Revised: January 31, 2017*