



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 465.4

Job Title: **SENIOR IT PROFESSIONAL – BUSINESS ANALYSIS**

Pay Grade: 28

### **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. Defines the goals and requirements for programs and projects, and supports continuous improvement in the organization's technology and processes.

### **RESPONSIBILITIES:**

**TECHNICAL EXPERT:** Senior level technical contributor with expertise in particular business processes or industry. May participate in industry/technical users groups. Acts independently or as a member of a project team responsible for providing technical guidance concerning the business implications of the application of various systems and software. Provides technical consulting on complex projects.

**STRATEGY:** Understands how technology applications and systems support business objectives. Drives innovation and creative solutions by providing value propositions. Influences the strategy; acts as a technical thought leader in specialized area. Implements best practices and uses knowledge of internal and external technology challenges and opportunities to drive business transformation. Addresses risks, limitations and vulnerabilities.

**PROCESS IMPROVEMENT:** Translates business requirements into system or process designs. Performs process analysis and re-engineering. Creates process change by integrating new processes with existing ones and communicating these changes to impacted Business Systems teams. Recommends and facilitates quality improvement efforts. May lead re-engineering team, and may act as project manager in some cases.

**TEAM EFFORT:** Accomplishes business results through process improvement. Serves as liaison between senior leadership, project teams, development teams and other stakeholders.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires a Bachelor's degree in Computer Science, Management and Information Systems (MIS) or a closely related field. Advanced technical certifications that demonstrate mastery of a specialized system, application, or business process may be substituted for experience on a year-for-year basis.

#### **EXPERIENCE:**

At least six (6) years of specialized experience in business systems analysis and design.

Related professional Information Systems experience greater than 6 years may be substituted for the education requirement on a year-for-year basis.

## **SPECIFICATIONS (cont'd):**

### **COMPLEXITY:**

Individual contributor and acknowledged expertise for respective systems and/or applications. Works independently; frequently coaches other professionals on technical issues. Ability to execute highly complex or specialized projects; adopts precedent and may develop new solutions to complex problems.

### **IMPACT OF ACTIONS:**

Errors in work typically lead to significant inconvenience, risk and costs. The incumbent functions autonomously, with the 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 reports.

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with professionals, managers, Assistant Directors, and Deputy Directors. Interaction involves considerable explanation and persuasion leading to decision, agreement or rejection on complex issues; diplomacy is required; problem-solving discussions regarding responsibilities, finance or work flow or to facilitate change.

#### **External Contacts:**

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with affiliated organizations. Interaction requires substantial sensitivity and persuasion leading to resolution of complex issues, e.g., project coordination and higher-level problem resolution.

### **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:**

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

*Effective: November 2015*

*Revised: August 2017*