



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 465.6

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

Pay Grade: 29

GENERAL SUMMARY:

The purpose of this position is to optimize business performance by enhancing the alignment between business processes and IT. Leads a team responsible for translating business requirements into technical requirements for a department or enterprise IT environment.

RESPONSIBILITIES:

SUPERVISION: Functions as technical lead with limited supervisory responsibilities. Plans, organizes and assigns work for the team. Accomplishes staff results by communicating job expectations and providing technical guidance; coaching, mentoring. Provides input to manager regarding team member performance evaluations and disciplinary action. Contributes to the development of policies, procedures, and productivity standards. Assists manager with recruiting, selecting, orienting, and training team members; maintains a safe, secure, and discrimination-free work environment; developing team member personal growth opportunities. Establishes team goals that support organizational objectives by gathering pertinent business, financial, service, and operations information; identifying and evaluating trends and options; choosing a course of action; defining objectives; evaluating outcomes.

OPERATIONS: Responsible for instructing, directing, and checking the work of other business systems analysts. Formulate and define systems scope and objectives based on both user needs and a thorough understanding of business systems and industry requirements. Devise or modify procedures to solve complex problems considering computer equipment capacity and limitations, operation time, and form of desired results. Include analysis of business and user needs, documentation of requirements, and translation into proper system requirement specifications. In addition to possessing full technical knowledge of most phases of systems analysis, also considers the business implications of the application of technology to the current and future business environment. Act a team leader for projects with moderate budgets or of a short to intermediate duration.

CUSTOMER SERVICE: Assesses effectiveness of business process improvement initiatives according to business objectives. Functions as business partner; builds business relationships with stakeholder representatives and frequently interacts with to discuss technology and assess customer satisfaction.

TEAM EFFORT: Contributes to business objectives by facilitating IT-driven business process improvement initiatives.

SPECIFICATIONS:

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

Information systems-specific technical certifications may be substituted for 1 year of either the education or the experience requirement, as applicable.

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

EXPERIENCE: At least six (6) years of technology experience supporting applications. System-specific technical certifications may be considered for substitution for 1 year of experience.

A Master's degree in Computer Science, Management and Information Systems (MIS) or a closely related field may be substituted for two years of the experience requirement.

COMPLEXITY: Team leader that is fully proficient in applying established standards; knowledge base acquired from several years of experience in particular area. Coaches team members on technical issues as well as training, interpersonal skills, decision making, problem resolution, career development, etc. Ability to execute moderately complex or specialized projects; adopts precedent and may make significant departures from traditional approaches to develop solutions. Application-specific technical certifications will often be required.

IMPACT OF ACTIONS: Errors in work typically lead to moderate inconvenience, risk and costs. The incumbent functions autonomously on technical matters, but relies on manager for final approval of personnel-related matters for the team. Ability to pass and maintain federal security clearances may be required.

SUPERVISION EXERCISED:

Direct Supervision: Involves scheduling, limited supervision and evaluation of team and individual performance. Makes recommendations to manager regarding personnel actions such as team member performance evaluations, hiring, terminations, disciplinary action, and pay changes of non-supervisory team members.

Indirect Supervision: No indirect reports.

CONTACTS:

Internal Contacts: Level of internal contact is primarily with professionals, managers and Assistant Directors. Interaction requires substantial sensitivity and cooperation; e.g., basic project interaction.

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 allied organizations. Interaction requires substantial sensitivity and cooperation; e.g., lower-level problem resolution, providing information to citizens who from time to time may be irate.

PHYSICAL EFFORT: There are occasional minor discomforts from exposure to less-than-optimal temperature and air conditions. The position may involve dealing with modestly unpleasant situations, as with occasional exposure to office chemicals and/or extensive use of a video display terminal

WORK ENVIRONMENT: There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions. Skilled technician in a hands-on environment and may have on-call responsibilities and rotating shifts. Ability to pass and maintain federal security clearances.

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 Executive Consultant – Business Analysis

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Effective: November 4, 2015

Revised: May 31, 2017

Management Track:

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IT Lead -- Business Analysis

IT Manager -- Business Analysis

IT Assistant Director – Business Analysis

IT Deputy Director