



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 465.3

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

Pay Grade: 25

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: Translates business requirements into technical scope. Includes analysis of business and user needs, documentation of requirements, and development of system requirement specifications. May include conducting requirements workshops, development of training, development of system acceptance testing criteria, and modifications to business processes. Works independently and may look for guidance from senior level business analysts when engaged in 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 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.

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 five (5) years of technology experience performing business analysis functions.

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: Individual contributor that is fully proficient in applying established standards; knowledge based acquired from several years of experience in particular area. Works independently; may instruct or coach other professionals on technical issues. Ability to execute *moderately complex* or specialized projects; adopts precedent and may make significant departures from traditional approaches to develop solutions.

IMPACT OF ACTIONS: Errors in work typically lead to moderate 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: No direct report employees. No indirect reports.

Direct Supervision:

Indirect Supervision:

CONTACTS:

Internal Contacts: Level of internal contact is primarily with business and IT professionals, supervisors and managers. Interaction requires moderate tact, cooperation and strong communications skills.

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, cooperation, and strong communications skills.

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

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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