CITY OF HOUSTON
JOB DESCRIPTION

Job Code: 465.8

Job Title: **ASSISTANT DIRECTOR – IT BUSINESS ANALYSIS (EXE LVL)**

Pay Grade: 34

GENERAL SUMMARY

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

RESPONSIBILITIES

STRATEGY: May participate in development of overall business strategy for the department or enterprise. Develops strategy for optimizing business performance within a department or specific functional area. Focuses on the human, organizational and value stream aspects of business processes and their transformation. Translates business requirements into projects and initiatives. Drives innovation and strategic solutions by providing value propositions; develops business plans for applications functional areas to support overall department or enterprise business objectives. Serves as business partner to senior leadership within stakeholder groups to facilitate alignment with business objectives, initiative prioritization, and service-related problem resolution.

MANAGEMENT: Accomplishes business results by aligning technical staff goals to business plan objectives. Generally manages other managers or senior technical professionals. Communicates job expectations; plans, monitors, and appraises job results; coaches, mentors, and disciplines team members; develops, coordinates and enforces systems, policies, procedures, and productivity standards. Maintains high performing staff by recruiting, selecting, orienting, and training team members; maintaining a safe, secure, and discrimination-free work environment; develops personal growth opportunities. Accomplishes financial objectives by forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective actions.

OPERATIONS: Does not normally engage in day-to-day technical development or operations support, but may be called upon to analyze problems with existing business processes. Identifies business performance and incentive metrics to ensure that continuous, sustained improvement takes place across the enterprise. Leads the design of department or enterprise's process structure. Establishes process-related policies, standards, governance and methodologies to enhance business efficiency.

CUSTOMER SERVICE: Establishes service level agreements and metrics to demonstrate effectiveness of business process improvement initiatives. 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. Strong understanding of the department's core business functions and business strategy.

EXPERIENCE: At least ten (10) years of experience in supporting applications or infrastructure for a department or enterprise IT environment that includes three (3) years managing a technology team.

COMPLEXITY: Work is non-standardized, highly complex and varied, and requires interpretation of technical and detailed guidelines, policies and procedures in combination. Advanced analytic ability is needed to gather and interpret data where answers can be found only after detailed analysis of many facts.

IMPACT OF ACTIONS: Errors in work lead to significant costs and problems, and may have minor impact on the short- term performance of the department. The incumbent generally receives general direction, working from broad goals and policies only. The individual may participate heavily in setting his/her own work objectives, and acts as an advisor to senior business leaders and CIO / Deputy CIO / CTO. Ability to pass and maintain federal security clearances may be required.

SUPERVISION EXERCISED:

Direct Supervision: Involves scheduling, supervision and evaluation of work, recommends personnel actions, such as hiring, terminations, pay changes of management and senior technical personnel.

Indirect Supervision: Often manages indirect reports associated with multi-discipline project teams and consultants.

CONTACTS:

Internal Contacts: Level of internal contact is primarily with Managers, Assistant Directors, Deputy Directors, and occasionally Department Directors. Interaction involves considerable explanation and persuasion leading to decision, agreement or rejection on complex issues; diplomacy is required; e.g., problem-solving discussions regarding responsibilities, finance, or work flow or to facilitate service.

External Contacts: Level of external contact is primarily with prominent persons such as community leaders, business and industry leaders as well as officials of government and financial agencies, media representatives and professional contacts with affiliated organizations. Interaction involves considerable explanation and persuasion leading to decision, agreement or rejection on complex issues that requires diplomacy; e.g., important contacts involving difficult matters of agreements, negotiations and controversies.

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. Ability to pass and maintain federal security clearances.

PHYSICAL SKILL: Requires the ability to make coordinated gross motor movements in response to changing external stimuli within minor demanding tolerances; or the ability to make simple eye/hand movements on a patterned response space within very low tolerance demands.

MISCELLANEOUS: Performs related work as required.

JOB FAMILY: Information Technology – Business Analysis

Technical Track:	**Management Track:**
IT Intern	--
IT Associate – Business Analysis	--
IT Specialist – Business Analysis	--
IT Professional – Business Analysis	IT Lead -- Business Analysis
IT Sr. Professional – Business Analysis	IT Manager -- Business Analysis
IT Executive Consultant – Business Analysis	**IT Assistant Director – Business Analysis**
--	IT Deputy Director

Effective: September, 2017
Revised:

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