

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

IT Business Analyst

Department:	Administration
Pay Grade:	515
FLSA Status:	Exempt
Job Code:	A128

JOB SUMMARY

The purpose of this classification is for the IT Business Analyst function. The IT Business Analyst will bridge the gap between technical and business aspects of our organization. By understanding business needs and IT capabilities, the ideal candidate will collaborate with stakeholders to translate business requirements into technical solutions, ensuring the successful delivery of IT projects and initiatives. Employees in this classification will provide professional-level business process analysis as part of the City's centralized Information Technology Division.

ESSENTIAL JOB FUNCTIONS

- **Requirements Gathering:** Collaborate with stakeholders to elicit, analyze, and document business requirements through interviews, workshops, and surveys.
- **Analysis and Documentation:** Analyze business processes and systems, documenting requirements, functional specifications, and user stories with clear acceptance criteria.
- **Solution Design:** Work with technical teams to translate business needs into technical solutions, assisting in the design of software systems and interfaces.
- **Project Management Support:** Help project managers define scope, objectives, and timelines and prioritize deliverables.
- **Testing and Quality Assurance:** Develop and execute test plans, ensuring the quality of deliverables through system and user acceptance testing.
- **Change Management:** Facilitate communication between stakeholders and technical teams, manage change requests, and address issues related to scope, schedule, and budget.

- **Training and Support:** Create training materials and conduct end-user sessions, providing ongoing support and troubleshooting.
- **Continuous Improvement:** Stay updated on industry trends and best practices, identifying process optimization and innovation opportunities.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience:

- Bachelor's degree in computer science or equivalent experience
- Five (5) years of experience as a Business Analyst or similar role in a corporate or municipal government setting
- Any equivalent combination of education, training, and experience that provides the requisite knowledge, skills, and abilities for the job

Licenses or Certifications:

Certified Business Analyst Professional (CBAP) is optional

Special Requirements:

- NONE

Knowledge, Skills, and Abilities:

- Proficiency in understanding and applying city or departmental policies, practices, and procedures essential for effective job performance.
- Strong analytical abilities to translate intricate business requirements into technical specifications.
- Expertise in business process modeling, utilizing requirement elicitation techniques, and proficiency in documentation tools.
- Skillful in reviewing, categorizing, prioritizing, and analyzing data, including discretion in data classification and adherence to established standards for recognizing interactive effects and relationships.
- Capable utilize a diverse range of reference, descriptive, advisory, and design data and information.
- Proficient in applying influence system principles like motivation, incentive, and leadership, employing independent judgment to develop problem-solving approaches and techniques.
- Effective at managing multiple priorities and meeting deadlines.
- Demonstrated ability to exercise judgment, decisiveness, and creativity in evaluating information against measurable or verifiable criteria.

PHYSICAL DEMANDS

The work is light work, which requires the ability to exert very moderate effort in light work, typically involving some combination of stooping, kneeling, crouching, and crawling, and which may involve some lifting, carrying, pushing, and/or pulling of objects and materials of moderate weight (12-20 pounds). Tasks may involve extended periods at a keyboard or workstation. Tasks also require the ability to perceive and discriminate colors or shades of colors, sounds, odor, depth, texture, and visual cues or signals. Some tasks require the ability to communicate orally.

WORK ENVIRONMENT

Work is regularly performed with exposure to adverse environmental conditions, such as dust, electric currents, and bright or dim lights.

The City has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

The City of Roswell, Georgia commits to a policy of equal employment opportunity for applicants and employees, complying with local, state, and federal laws. The City's policy is to employ qualified persons without discrimination regarding race, creed, color, religion, age, sex, country of national origin, marital status, disability, sexual orientation, gender identity, genetic information, political affiliation, ethnicity, or status in any other group protected by federal/state/local law.