



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
BUSINESS ANALYST B
(311 CALL CENTER)
COMMUNICATIONS

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
Fax: (757) 926-1825

GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision this position is responsible for the development, implementation and support of specialized computer software applications related to the business operations of the 311 Call Center. This position will report to the Communications Manager, 311.

ESSENTIAL JOB FUNCTIONS

Responsible for analyzing and defining business processes and providing technology solutions through the development and implementation of specialized software applications; serves as a technical expert of specialized business software applications. Ensures the reliability, security, and scalability of business systems as well as ensures the quality, functionality, connectivity, compatibility, and cost-effectiveness of implemented systems. Maintains system and program interfacing, troubleshoots problems and recommends solutions, and implements system upgrades. Develops business process documentation.

Manages hardware inventory; performs regular diagnostics and routine hardware maintenance. Schedules replacements to minimize impact and ensure business continuity.

Responsible for providing system documentation to department end users in accordance with installation standards including system, operator and user manuals; schedules and coordinates user training.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Project Management - Knowledge of planning, organizing and managing resources to bring about the successful completion of specific project goals and objectives.
- Information Technology - Knowledge of computer systems and business applications. Understanding of data processing principles and practices related to applications development and programming. Knowledge of multiple computer languages and software applications.

REQUIRED SKILLS

- **Critical Thinking** - Utilizes logic and reasoning to understand, analyze, and evaluate complex situations and research information to identify the strengths and weaknesses of alternative solutions, conclusions or approaches.
- **Interpersonal Relationships** - Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.
- **Judgement/Decision Making** - Evaluates the best method of research and then exercises appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.

REQUIRED ABILITIES

- **Communication** - Excellent ability to communicate complex ideas and proposals effectively to include the preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally or in writing. Ability to handle a variety of customer service issues with tact and diplomacy and in a confidential manner.
- **Time Management** - Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.

EDUCATION AND EXPERIENCE

Requires a Bachelor's Degree in Computer Science, Information Systems or a related field with 3 - 4 years of experience in business analysis and applications development or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

Requires an acceptable background check to include a local and state criminal history check and a valid driver's license with an acceptable driving record.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.