CITY OF FONTANA
INFORMATION TECHNOLOGY (IT) BUSINESS ANALYST I

DEFINITION: The IT Business Analyst I is the entry-level classification in the series and is responsible for providing application software support, systems analysis and diagnostic services to departmental customers, and working with other IT Department resources to manage and maintain a stable and secure computing environment for assigned applications. Receives general supervision from higher level management and/or supervisory staff.

EXAMPLES OF DUTIES: Under general direction, incumbents assigned to this classification are expected to perform the full range of work assigned to this class.

This position will support one or more application systems, either vendor supplied, city-developed, or hosted, serving up to 100 users in total. Incumbent will attend user group meetings and conferences relevant to their assigned applications so that they can keep them current, cost effective, and efficient. Incumbent will communicate with the application vendor or developer and other IT staff to troubleshoot problems at the Tier 1 support level, using the IT Department's ITSM tracking tools.

ESSENTIAL FUNCTIONS: The incumbent must have the ability to:
- Understand and maintain at least one of the city's major software applications, as assigned, which may include Enterprise Content Management, Financial (including Payroll and Billing), Land Management, Work Order, Web Content Management (Intranet and Internet), agenda management, and/or Police CAD/RMS Systems.
- Identify, gather, analyze and document business requirements for enterprise applications and IT projects; translate work processes into business and functional requirements.
- Follow and document business processes for assigned applications.
- Assist with the development of cost estimates, cost/benefit analysis, and project justifications, and funding requests.
- Participate in testing and implementation of assigned applications.
- Provide Tier 1 support and training for assigned applications.
- Coordinate with departmental customers, IT staff and vendors on support activities.
- Prepare complex reports and documentation.
- Communicate clearly and concisely, both verbally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Employee must perform any other tasks or functions deemed necessary to the daily operations of the employer.

THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.

WORKING CONDITIONS: In the performance of daily activities, this position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, and bending; the ability to push, pull, drag and/or lift up to 25 pounds; normal manual dexterity and hand/eye coordination; repetitive hand movement using a computer keyboard and mouse; corrected vision to normal range; acute hearing; written and oral communication; use of standard office equipment such as computers, telephones, copiers, calculators and facsimiles; frequent contact with other staff and vendors.

EXPERIENCE AND TRAINING GUIDELINES

A combination of experience and training that would likely provide the required knowledge and abilities is qualifying. The incumbent must have knowledge and background in the following:

- Thorough knowledge of methods and techniques used in the analysis, design and documentation of computer systems.
- IT Service Management (ITSM) and IT Infrastructure Library (ITIL).
- Windows-based workstations and related peripherals.
- Microsoft networking environments.
- Business workflow processes in the application areas they support.
- Knowledge of database design and administration principles in SQL.
- Experience in software development using some or all of the tools identified in the IT Department's Programming and Database Standards document is highly desirable.

EXPERIENCE/EDUCATION: Two (2) years of experience in business and systems analysis **OR** a Bachelor's Degree from an accredited college or university with major coursework in Computer Information Systems or a closely related field and a minimum of one year applicable experience. Solid problem-solving skills, interpersonal, and organizational skills. Experience in the application areas to be supported **may be** substituted for some of the educational requirements.

LICENSES/CERTIFICATIONS: Possession of, and continuously throughout employment, a valid CA Class "C" Driver's License.