CITY OF FONTANA
IT SENIOR BUSINESS ANALYST

DEFINITION: Under general supervision, coordinates and serves as project manager on complex systems development and enhancement projects, utilizing skills that require an understanding of complex business processes and requirements and the development of applications to streamline/automate processes, while working with minimal supervision. Incumbents' primary responsibilities consist of managing complex projects and leading project teams. Provides technical expertise and direction to City staff and vendor partners responsible for business systems analysis and the development of technical solutions. Provides third (3rd) tier support for business systems/applications as needed.

ESSENTIAL FUNCTIONS: The incumbent must have the ability to:
- Train, lead, and provide technical guidance to professional and technical staff assigned to business systems analysis; review the work of technical and/or professional IT staff, collaborate with peers and/or IT staff on assigned projects.
- Analyze and evaluate business requirements; consult and routinely meet with personnel from various departments and identify areas for the development of technical solutions to automate and/or improve business processes; apply critical thinking skills to reach sound, logical conclusions regarding client needs and business requirements.
- Conduct independent research, interpret highly technical documents, draw valid conclusions, develop technological solutions, take appropriate actions and/or make recommendations.
- Provide recommendations on new systems, enhancements to existing systems, software, upgrades, and/or modifications. Evaluate and balance the requirements/needs of multiple departments/divisions in identifying the technical solution that will best meet the identified needs.
- Utilize expert knowledge of existing City systems/applications to provide support on escalated technical support incidents and modifications.
- Participate in developing strategic plans and roadmaps for City business applications.
- Act as the project lead over business automation projects; develop and monitor project budgets and resources; interface with clients to define project scope and review project activities, recommendations and outcomes; coordinate the use of project resources based on project requirements; design and implement project testing and quality assurance processes. Project-related duties may include:
  - Determining and developing cost benefit analyses for project justifications; developing projected budgets and resources needed to conduct the work; evaluating risk concerns and options; providing technical input into the development of specifications for "requests for proposals" pertaining to external services; reviewing vendor submissions and providing recommendations on vendor selection.
  - Serving as the primary client interface on assigned projects; reviewing recommendations with clients and receiving approval to proceed; providing updates on project status, timelines, and problems; reviewing final outcomes with

the client and obtaining their approval that all work has been conducted in accordance with their requirements.

- Assigning and directing multi-departmental/divisional project team members on assigned projects to ensure compliance with schedule, budget, and project specifications.
- Coordinating the activities of contract personnel and/or vendors, consistent with project plans; identifying and resolving obstacles to progress.
- Designing and directing project testing and quality assurance processes for assigned projects.

- Coordinate and conduct user training sessions; develop and update user documentation, written instructions, training guides, manuals, and/or materials for users and applications support staff; train staff in the use of complex technical equipment and software; meet with users to provide information regarding system changes and enhancements and to address any questions or challenges.
- Prepare complex reports, correspondence, and other documents; participate in committees and task forces; attend meetings, conferences, and training sessions.
- Develop programming specifications to serve as guidelines for application development staff/team or complex system enhancements and modifications; confer with application development staff to clarify program specifications.
- Communicate clearly and concisely both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Maintain prompt and regular attendance.
- Other duties as assigned.
- This position is always evolving. Therefore, employer reserves the right to modify this job description as necessary.

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

WORKING CONDITIONS: Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, stooping, and the ability to push, pull, drag and/or lift up to 25 pounds in the performance of daily activities; 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 provide the required knowledge and abilities is qualifying. The incumbent must have knowledge and a background in the following:

- Computerized information systems, including hardware capabilities and software applications potential.
- Ability to understand business requirements, convert into technical solutions, perform documentation, and ensure deliverables.
- Ability to view, understand, explain, and plan complex, multi-departmental projects from both a high level, overall perspective and a detailed, task level.

- Project management principles, tools, and techniques, including preparation and management of detailed project schedules and metrics, change management and control, requirements gathering, business stakeholder alignment, providing status reports, and execute on validates phases of a project.
- Systems Development Life Cycle methods and standards.
- Principles and practices of public administration, including budgeting, purchasing and maintenance of public records.
- Disaster planning and business recovery concepts and techniques.
- Principles of supervision, training, and performance evaluation.
- Principles of economics, financial analysis, and cost-benefit analysis.
- Principles of statistics and research.
- Understanding of regulatory compliance with Federal, State, and local laws, City ordinances, and Departmental policies, including privacy and security requirements.
- IT Service Management (ITSM)/IT Infrastructure Library (ITIL) framework/methodology.
- Windows-based workstations and related peripherals.
- Business workflow processes in the application areas they support.
- Knowledge of database design and administration principles in SQL.

Experience: At least four (4) years of experience in business and systems analysis that includes at least one (1) year of project management experience. Municipal government/public safety experience is preferred. Experience with, and an understanding, of PMI's PMP, Agile, and/or Lean methodologies is also preferred.

Education: Equivalent to a Bachelor's Degree from an accredited college or university with major coursework in Computer Information Systems or a closely related field. 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 California Class "C" Driver's License or equivalent.

SUPPLEMENTAL INFORMATION: Successful candidates will be required to pass a drug screening, fingerprint screening, physical examination and an abbreviated background investigation conducted by the Fontana Police Department. In addition, incumbents are required to complete a Statement of Economic Interest Form (700 Form) annually and ethics training bi-annually, pursuant to AB 1234.