

## **POSITION DESCRIPTION AND QUALIFICATIONS**

### **Technology Services Business Analyst**

Grade: 36-37

Reports to: TS Administrator

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#### **GENERAL STATEMENT OF CLASS**

The Technology Services Business Analyst is responsible for providing support with our ERP solutions, helping to identify gaps and provide solutions to our business processes, managing data between systems, creating reports and providing support for these and other systems, installing upgrades, creating test systems and providing end user support. This position also provides backup support to the Technology Services Administrator.

#### **ESSENTIAL DUTIES**

Position is responsible for aiding in the support of Commission's computer system(s) and software with a primary focus on our ERP solutions including Microsoft Dynamics GP (Finance), Advanced Utility Systems (Billing), Lucity (Asset Management), GIS (ESRI) and others. This position will identify obstacles and help to streamline, document and enhance our business processes. Position will also perform complex data analysis across multiple systems, create reports and analyze data.

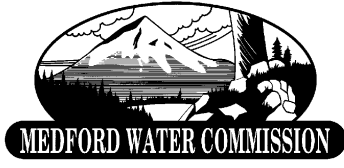
#### **EXAMPLES OF WORK** *(Illustrative Only)*

- Works with staff to translate business needs into requirements and technical solutions.
- Perform complex data analysis and develop SQL database objects including, queries, stored procedures and views as needed.
- Analyzes and documents business processes.
- Works with departments to provide key information gaps and provide solutions.
- Prepares and delivers ad-hoc reports as needed using a variety of reporting tools such as Crystal Reports and Microsoft SSRS, Microsoft Office, and others.
- Assist in the support of the Commissions core systems including Active Directory, Microsoft SQL, Windows Server systems, ArcGIS, VMware VSphere, VMWare View, Microsoft Dynamics GP (Finance), Advanced Utility Systems (Billing), and other systems as required.
- Learn and provide backup support for the Technology Services Administrator.
- Other duties as assigned.

#### **KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED**

Knowledge of:

- Trends in software and hardware technology
  - Business requirements and needs analysis techniques
  - Various software to support application environments
  - Report preparation
  - Knowledge of principles and practices of data security and integrity
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- Principals of system analysis and design

#### Skill to:

- Analyze and interpret complex technical data and data challenges of the client
- Identify software and process strengths and weaknesses and suggest areas of improvement
- Organize facts and present recommendations in a clear, concise, and logical manner orally and in writing
- Perform mathematical and statistical computations
- Provide support to upgrade, maintain, and troubleshoot our various systems

#### Preferences:

- Proficiency in using SQL server Reporting Services (SRRS), SQL Report Builder, Transact-SQL (TSQL) Scripts, SQL Server and Excel.
- Ability to assist with other Technology Projects covering a verity of different areas.

### **TRAINING, EXPERIENCE, AND LICENSING REQUIRED**

Graduation from an accredited college with a bachelor's degree in Computer Science or closely related field, and five (5) years of experience in a computer analyst related position, or any satisfactory combination of experience and training providing the desirable knowledge, skills, and abilities. Valid Oregon Driver's License and acceptable driving record.

### **PHYSICAL REQUIREMENTS**

Positions in this class typically require: stooping, kneeling, crouching, reaching, pulling, lifting, fingering, grasping, talking, hearing, seeing, and repetitive motions.

Medium work: exerting up to 50 pounds of force occasionally, and up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Incumbents may be subjected to work space restrictions and travel.