

CITY OF CHATTANOOGA

Classification Specification Title: Business Systems Analyst

Department: Technology Services

Pay Grade: GS.12

Supervision Received From: Business Systems Manager

FLSA Status: Exempt

Supervisory Responsibility For: None

Established: 10/18/20

Revision Dates: 3/31/25;

8/27/24; 10/20/23

CLASSIFICATION SUMMARY:

Incumbents in this classification assist in the administration of the City's Enterprise Resource Planning (ERP) and other systems significantly impacting the Finance Department; work collaboratively with Technology Services, Finance and other department subject matter experts to provide technical support for complex financial system applications and interfaces; assist in coordination with Technology Services and various departments' subject matter experts in administration of the ERP system and develop networking contacts both internally and externally.

SERIES LEVEL:

The Business Systems Analyst is a stand-alone position.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Provides leadership for the selection, maintenance, training, upgrades, and other core components of ERP and other financial systems software.

Plans and works closely with Information Technology Services personnel, system vendors and staff as system changes and upgrades are planned, tested, and implemented.

Assures modifications and upgrades are successfully tested before implementation to the live environment.

Reports systems issues and works with the Information Technology Services Department and system vendors to resolve the issues. Documents processes and results.

Works with Information Technology to maintain technical standards and practices for City software systems.

Utilizes standard reporting too.

Is to write, maintain and support a variety of reports or queries for individual and City wide use. Works with Information Technology staff to resolve complex reporting issues.

Helps maintain data integrity in systems by running queries and analyzing data to validate against controls.

Provides end user security management and content management for citywide financial systems.

Provides support for changes to the system configuration.

Participates in change management and control of financial systems. Works with IT Services to control access to financial systems data. Helps provide support of financial systems.

Develops and documents workflow processes to create efficiency in the operation of financial Systems.

Works with Information Technology staff to implement complex workflow processes.

Works with department staff citywide to develop and integrate systems solutions that enhance productivity and process efficiencies.

Provides written reports on suggested system enhancements and technology changes that strengthen the use of technology for financial systems within the City.

Provides analysis and review of operational procedures regarding enhancements and process flow improvements within the City that will process financial data or interface to financial systems.

Advises and supports Chief Finance Officer in the use of technology to maintain and enhance City-wide internal control procedures for cash collection, receipt, transmittal, deposit and investment of funds.

Provides technical interface to assist in determining procedures and tests of cash controls.

Works closely with primary bank and investment services providers to interface data into City's financial systems.

Advises, supports and makes recommendations to the Chief Finance Officer in the use of technology to maintain and enhance the ERP Software.

Works closely with IT staff and departmental personnel to integrate software systems used for cost accounting purposes in other departments into the ERP Software.

Sets and implements goals and objectives for the ERP Software in consultation with the Chief Finance Officer and evaluates performance.

Recommends and drafts policies and procedures for the ERP Software and for accounting and financial processes as needed.

Establishes and maintains an on-line accounting and financial policies database.

Internal Auditing:

Conducts and oversees the auditing and testing of internal processes to ensure compliance with existing municipal policies and procedures, state and federal laws and internal control "best

practices”. Works collaboratively with the Accounting Manager to provide information related to internal control procedures and testing to the State Auditor’s Office. Drafts comprehensive written reports on each audit to include a review of audit findings and identification of recommendations to correct any deficiencies for review by the Chief Finance Officer. Works with City staff to ensure implementation of external audit recommendations.

Provides leadership in analyzing new initiatives, creating and maintaining financial models, drafting of Finance department recommendations and concerns regarding city wide policies and programs as well as departmental projects that are being considered

ADDITIONAL WORK PERFORMED

Performs related duties within the scope of the classification.

Assists subject matter experts; may lead project meetings and monitor deliverables; reports progress and issues to management. Provides leadership in analyzing new initiatives and system enhancements, drafting recommendations and addressing concerns regarding city-wide policies and programs.

Works with all levels of staff, both internal and external to the department, to develop technical and function requirements for system solutions that enhance productivity and process efficiencies. Assists with end user security management planning for the ERP system and change management regarding financial systems. Participates in data interface design; serves as a liaison for implementation and maintenance of interfaces that integrate to financial software. Provides technical assistance in conjunction with Technology Services and various departments’ subject matter experts to solve workflow issues for multiple modules through the ERP system and report/inquiry development.

Assists in coordination of testing and verification of software enhancements and compliance with testing methodology to insure on-going system integrity. Researches, plans and works closely with Technology Services personnel, department subject matter experts and the managed services provider to expedite response for service request tickets until successfully resolved.

Develops contacts in other governments for networking and knowledge development to acquire expertise with software usage and applications; attends outside meetings, conferences and seminars regarding technology systems analysis. Participates in a variety of meetings, committees and/or other related groups in order to receive and convey information.

Supports the Business Systems Manager in the administration of systems which significantly impact the Finance Department.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:

Bachelor's degree in Information technology, accounting, finance, business administration or related field with three (3) or more years of information technology experience, preferably in a governmental environment or an equivalent combination of education, experience and training sufficient to provide the applicant with the skills, knowledge, and ability to successfully perform the essential functions of the job will be considered.

Preferred two (2) or more years of financial information systems project management and implementation experience, including demonstrated ability/experience initiating and leading entity wide system and process changes. Experience in training users on financial management software. Demonstrated knowledge of generally accepted audit procedures and generally accepted auditing standards.

LICENSING AND CERTIFICATIONS:

None

KNOWLEDGE AND SKILLS:

Knowledge of Generally accepted accounting procedures and generally accepted audit standards; Experience with complex financial application system software projects, system maintenance, tools and support; Complex systems project management; Best practices for change management; Research methods, data collection and sampling techniques, and statistical analysis; Finance related regulations; Fund accounting; Municipal finance, auditing, and budgeting procedures and policies; General broad understanding of the functions of municipal government.

Skills in critical thinking and the ability to make connections citywide; excellent oral and written communications skills; demonstrated skill and experience in initiating and leading entity-wide system and process changes; Management of projects within scope, time, and financial constraints that exist within the City governmental environment.

Ability to understand, interpret, and develop work flow within a complex organization; research and evaluate new laws and accounting and audit requirements; utilize a variety of spreadsheet, analytical and other computer software for testing analysis and preparation of reports for management as requested; ability to collect, compile, and analyze complex information and data; prepare, write and present analytical reports and systems analysis to diverse groups; function as a member of the Finance Department management team; manage or lead teams to achieve goals; train staff on business processes and system utilization; develop user knowledge resources to provide effective references for financial system users; demonstrate professional courtesy and good judgment in communications with other employees and external agencies; create and provide multi-media based presentations to a wide array of audiences; work independently with little direction; maintain the absolute confidentiality of sensitive files, data, and materials accessed, discussed or observed while working with City staff; demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation; maintain consistent and punctual attendance; physically perform the essential functions of the position, including: correctable visual acuity to read a computer screen and a typeset page; fine finger dexterity to manipulate computer keyboard and mouse; and ability to talk and hear sufficiently to serve internal and external clients.

PHYSICAL DEMANDS:

Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, feeling, talking, hearing, seeing, and repetitive motions.

WORK ENVIRONMENT:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.