

CITY OF CHATTANOOGA

Classification Specification Title: IT Business Project Analyst

Department: Technology Services

Pay Grade: GS.10

Supervision Received From: Asst Director IT Project Mgt

FLSA Status: Exempt

Supervisory Responsibility For: None

Established: 6/29/07

**Revision Dates: 4/2/25;
10/3/24; 10/20/23; 3/04/16**

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for analyzing, defining, documenting, and managing the requirements of project proposals. Serving as an analyst and/or a project leader for business needs assessment, process mapping and workflow development, the IT Project Business Analyst identifies business needs, recommends relevant solutions, and works with stakeholders to elicit requirements, providing project implementation and support. Work requires some supervision.

SERIES LEVEL:

The IT Business Project Analyst is the third level of a four-level applications series.

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.)

Supervises applications staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment and making hiring, termination and disciplinary recommendations.

Defines and documents customer business functions and processes.

Analyzes the feasibility of, and develops requirements for, new systems and enhancements to existing systems; ensures the system design fits the needs of the users.

Identifies opportunities for improving business processes through information systems and/or non- system driver changes; assist in the preparation of RFPs.

Elicit, analyze, define, verify, and prioritize all product information, requirements, and constraints gathered from user stories.

Acts as a liaison to analyze and translate departments' business requirements into system deployments and/or business process changes. Determine an optimal approach for performing business analysis activities, and analyze the internal and external stakeholders who will interact and influence the overall definition of the solution.

Manages the team, developing detailed work plans, creating schedules, project estimates, resource plans, budgets, and status reports.

Manages communications; measures and reports schedule performance to stakeholders.

Plans, organizes, and conducts business process reengineering/improvement projects and/or management reviews of business processes and systems.

Acts as a liaison between department end-users, technical analysts, information technology analysts, consultants and other organizations in the analysis, design, configuration, testing and maintenance of systems to ensure optimal operational performance.

Manages project specific vendor relationships including: the integration of vendor tasks; tracking budgets and verifying vendor deliverables meet requirements and standards.

Participates in establishing and improving project methodologies, procedures, and policies.

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:

Associate's Degree with training emphasis in Computer Science, Business Management or other closely related field, and two (2) years of previous related work experience, or any combination of equivalent experience and education.

LICENSING AND CERTIFICATIONS:

CAPM, PMI-PBA, or other industry professional certifications recommended.

KNOWLEDGE AND SKILLS:

Knowledge of project management principles and practices; technology development methodologies; problem solving methods; workflow and process analysis methods and enterprise software applications.

Skill in using a computer and related software applications; managing projects; analyzing and integrating technology into existing systems; facilitating meetings; analyzing problems and recommending solutions; managing multiple projects and meeting deadlines; presenting information; resolving and mediating conflict; influencing others; conducting negotiations and communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS:

Positions in this class typically require stooping, kneeling, crouching, reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, 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.