

**CITY OF FONTANA  
INFORMATION TECHNOLOGY (IT) SENIOR BUSINESS ANALYST**

**DEFINITION:** The Senior IT Business Analyst is the advanced-level classification in the series and is responsible for providing advanced application software support, systems analysis and diagnostic services to departmental customers, leading IT projects; 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 and are required to work with increasing independence.

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 3 support level, using the IT Department's ITSM tracking tools.

**ESSENTIAL FUNCTIONS:** The incumbent must have the ability to:

- Perform all the essential functions of an IT Business Analyst I and II.
- 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.
- Analyze business requirements and recommend/implement software changes/upgrades and/or process improvements to maximize efficiency.
- Prepare cost/benefit analyses for project proposals.
- Analyze workflow and work with other professionals in the IT Department to integrate information and procedures to optimize the effectiveness of assigned applications.
- Evaluate system reports and develop cost-effective recommendations to improve service delivery and system reliability.
- Assist in strategic and tactical disaster recovery scenario creation and testing.
- Provide project management leadership using IT Department and appropriate Project Management Institute standards and procedures.
- Conduct workflow workshops and facilitate process improvement.
- Give presentations to peers, managers, vendors and City Council members.
- Prepare technical specification documents for RFQs and RFPs.
- Analyze submitted proposals from RFQs/RFPs.
- Utilize IT Department standard programming languages or report writers to create custom modules that interface with existing or incoming systems or perform specialized unique processes.
- Communicate clearly and concisely both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.

- Incumbent must perform any other tasks or functions deemed necessary to the daily operation 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:

- Three years or more of experience with the specific job functions and product(s) used by the city in the application area(s) to which they are assigned.
- Supervision and leadership, with the ability to delegate tasks as necessary.
- Excellent oral and written communications skills and the ability to give presentations.
- 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.
- Project management principles.
- Programming and software development experience desirable.
- Microsoft SQL database design and development experience desirable.

**EXPERIENCE AND EDUCATION:** Four (4) years of experience in business and systems analysis and at least one year of project management experience **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 two years business and systems analysis and one year project management experience. 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.