

DEVELOPMENT SERVICES BUSINESS ANALYST I
DEVELOPMENT SERVICES BUSINESS ANALYST II

DEFINITION

To perform professional and technical duties in support of Development Services Department activities and operations; to coordinate, oversee and serve as a technical resource for the implementation and integration of new program elements into the enterprise permitting and data tracking system; to provide technical assistance with respect to data analyses and the development of reports; and to analyze, develop and recommend process improvements to existing business systems to achieve the department's goals.

DISTINGUISHING CHARACTERISTICS

Development Services Business Analyst I – This is the entry level class in the Development Services Business Analyst series. This class is distinguished from the journey level by the performance of the more routine tasks and duties assigned to positions within this series. Employees at this level are not expected to perform with the same independence of direction and judgment on matters allocated to the journey level. Since this class is typically used as a training class, employees may have only limited or no directly related work experience. Employees work under general supervision while learning job tasks.

Development Services Business Analyst II – This is the journey level class within the Development Services Business Analyst series and is distinguished from the I level by the assignment of the full range of duties. Employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of the operating procedures and policies within the work unit. Positions in this class are flexibly staffed and are normally filled by advancement from the I level.

This class is distinguished from the Senior Development Services Business Analyst in that the latter performs the most difficult and responsible types of duties assigned to classes within this series including exercising direction supervision.

SUPERVISION RECEIVED AND EXERCISED

Development Services Business Analyst I

Receives general supervision from an assigned supervisor or management personnel and may receive technical and functional supervision from the Senior Development Services Business Analyst.

May exercise technical and functional supervision over technical and administrative support personnel.

Development Services Business Analyst II

Receives direction from assigned supervisor or management personnel and may receive technical and functional supervision from the Senior Development Services Business Analyst.

May exercise technical and functional supervision over technical and administrative support personnel.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Perform, coordinate, and review the work of technical staff as it relates to the production of reports and analytics and the development and maintenance of the enterprise permitting system.

Provide systems management for department specific systems, databases, and reporting applications.

Receive and respond to technical questions and requests for data processing and analysis, , system and program modifications, training, and user support.

Recommend processes and procedures to integrate new program elements into permitting system.

Produce analytical and technical reports with the use of data processing systems that support the overall goals and needs of the department and City.

Manage and participate in various special projects and studies.

Work closely with departmental staff to understand and identify business needs; analyze and evaluate current and proposed business practices or problems to define solutions and process improvements.

Review and make recommendations for process enhancements and provide technical troubleshooting support.

Coordinate the department's internal customer needs assessment survey; prioritize and recommend action in response to survey results.

Serve as liaison with the Information Technology Department and outside vendors.

Represent function on committees, outside organizations, and at staff subcommittees as necessary; coordinate technical support activities with other departments, divisions, and outside agencies.

Answer questions and provide information to the public, via telephone, e-mail, and written correspondence related to technical support activities and operations; investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as

assigned. MINIMUM

QUALIFICATIONS

Development Services Business Analyst I

Knowledge of:

Principles and practices of business analysis.

Principles and practices of computer systems and related analysis and design.

Principles and practices of programming and business application documentation.

Principles and practices of relational database techniques and design.

Research methods and procedures including statistical analysis and report writing.

Principles and practices of customer service.

Ability to:

Learn to perform professional work in support of the Development Services Department's business needs.

On a continuous basis, know and understand all aspects of the job. Intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Learn to perform analytical research.

Train or instruct users in the use of computer equipment and operating procedures.

Prepare a variety of reports and maintain accurate records and files.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience:

Two years of responsible experience identifying, developing, and implementing technological business solutions, preferably as it relates to urban planning or development related activities.

AND

Training:

A Bachelor's degree from an accredited college or university preferably in computer science, information systems, business management, accounting, business information systems, finance, planning, or a related field. Relevant work experience as described above may be substituted for the educational requirement on a year for year basis.

License or Certificate

Possession of a valid California driver's license by date of appointment.

Development Services Business Analyst II

In addition to the qualifications for the Development Services Business Analyst I:

Knowledge of:

Principles and practices of community development and permitting.

Pertinent local, State and Federal laws, ordinances and rules.

Principles of project management.

Ability to:

Independently perform professional work in support of the Development Services Department's business needs.

Extract and analyze data and produce technical reports.

Analyze, develop and implement business solutions.

Perform complex analytical research.

Problem solve, make decisions, and give direction.

Develop and recommend policies and procedures related to assigned operations Advocate on behalf of the department for change and process improvement. Identify new technology solutions to manage the workload of the department.

Monitor the effectiveness of existing systems and procedures and make and implement recommendations for change.

Experience and Training

Experience:

Two years of experience performing work similar to that of a Development Services Business Analyst I in the City of Roseville.

AND

Training:

A Bachelor's degree from an accredited college or university preferably in computer science, information systems, business management, accounting, business information systems, finance, planning or a related field. Relevant work experience as described above may be substituted for the educational requirement on a year for year basis.

License or Certificate

Possession of a valid California driver's license by date of appointment.

04-09-22	Development Services Business Analyst I/II
11-13-19	
12-20-17	Development Services Analyst
08-25-12	Planning Systems Analyst
06-22-05	Senior Planning Technician