

SENIOR DEVELOPMENT SERVICES BUSINESS ANALYST

DEFINITION

To plan, organize and coordinate 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

The Senior Development Services Business Analyst is the advanced journey level in the Development Services Business Analyst class series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, and by the nature of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series and may provide direct supervision over professional and technical personnel.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisor or management personnel.

May exercise direct supervision over professional, technical and administrative support personnel.

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

Plan, prioritize, and review the work of personnel assigned to the production of reports and analytics and the development and maintenance of the enterprise permitting system.

Develop schedules and methods to accomplish assignments, ensuring work is completed in a timely and efficient manner.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Participate in evaluating the activities of staff, recommending improvements and modifications.

Perform the most difficult and complex work related to the implementation and integration of new program elements into the enterprise permitting and data tracking system.

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

Receive and respond to the more difficult technical requests for data analysis, data processing, program modifications, and training.

Recommend and implement 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 needs; analyze, evaluate and present proposed business procedures or problems to define data processing needs.

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

Knowledge of:

Principles and practices of business analysis

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

Principles and practices of community development and permitting.

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.

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

Principles of project management.

Principles and practices of supervision, training and performance evaluation.

Ability to:

Plan, organize and coordinate the development and implementation of new program elements into the enterprise permitting and data tracking system as it relates to 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.

Extract and analyze data and produce technical reports.

Analyze, develop and implement business solutions.

Perform complex 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.

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.

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 performing duties similar to that of a Development Services Business Analyst II with the City of Roseville or as an analyst providing technical support for permitting and data tracking systems.

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.

04-06-22 Senior Development Services Business Analyst
11-13-19
09-25-19
12-20-17 Senior Development Services Analyst

08-25-12	Planning Systems Analyst
06-22-05	Senior Planning Technician