



## City of Pittsfield *Job Description*

<b>Position Title:</b>	<b>IT Business Analyst I</b>	<b>Grade Level:</b>	<b>06/80</b>
<b>Department:</b>	<b>Information Technology</b>	<b>Union/Non-Union:</b>	<b>S&amp;P Union</b>
<b>Reports to:</b>	<b>Chief Information Officer</b>	<b>Date Prepared:</b>	<b>10/2018</b>

### **Job purpose**

Reporting to the Chief Information Officer and working in collaboration with the Director of Finance, the IT Business Analyst will support municipal financial systems and line of business applications. The IT Business Analyst must approach this role from a customer service focus, and should consider their coworkers as being their customers. As such, technical knowledge, responsiveness, and interpersonal skills are each critical elements of success in this position.

### **Duties and responsibilities**

1. Administration of Munis ERP solution.
2. Administration of cloud based and on premise line of business applications.
3. Responsible for engineering and support of Power BI reporting solutions, Crystal Reports, and other data warehouse environments.
4. Upgrading, installing, patching / troubleshooting of database applications.
5. Analyze operational data, identify potential issues, and provide strategies for optimal integration of business applications.
6. Provide end user support.
7. Manage help desk system (monitor for and respond to help desk tickets as they are submitted by end users.)
8. Develop training material and conduct end user training.
9. Performs other duties as required or assigned.

### **Qualifications**

1. At least five (5) years of full-time experience administering database applications.
2. Bachelor's degree in computer science or information systems is preferred, a combination of relevant field experience, training, and education will be considered.
3. Preference will be given to candidates who possess Microsoft SQL, Microsoft Power BI, CRCP, or PMP certifications.
4. Expertise in reporting technologies such as Crystal Reports and Power BI and / or ETL.
5. Experience with data warehouse and business intelligence systems.
6. Working knowledge of networking and the Active Directory domain environment.
7. Working knowledge of financial services industry.
8. Willingness and ability to learn new technologies and take on additional responsibilities as required by the position.

**Working conditions**

This is an office-based job in a dynamic municipal building. While performing the duties of this position, the incumbent is required to: interact and communicate frequently with the public, government officials, other staff members, and/or third parties transacting business with the City.

**Physical requirements**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. To perform the essential functions of the job, the employee must be able to perform the following: Stooping, crouching, reaching, standing, walking, pushing, pulling, lifting, grasping, talking, hearing/listening, seeing/observing, repetitive motions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Light physical labor, including lifting objects up to 25 pounds.

**Direct Reports**

None

<b>Approved by:</b>	<i>Michael Steben, CIO</i>
<b>Date approved:</b>	<i>11/29/2018</i>
<b>Reviewed:</b>	<i>10/2018</i>