

UTILITY INFORMATION TECHNOLOGY BUSINESS ANALYST

DEFINITION

Under general direction, provides project management expertise to Alameda Municipal Power (AMP) and other departments' staff; performs professional level work in support of the development, maintenance and implementation of best practices as they relate to information technology initiatives and projects; initiates and manages a variety of special projects as they relate to information technology business operations and strategies; performs other related work as required.

DISTINGUISHING FEATURES

Positions in this classification are journey level and employees at this level receive only occasional instruction or assistance as new, unusual or unique situations arise and are fully aware of standard operating procedures and policies. Positions exercise technical or functional supervision over lower professional, technical and administrative support personnel.

EXAMPLES OF DUTIES

1. Provides guidance and project management support on a variety of information technology projects.
2. Provides coordination and acts as liaison with stakeholders and technology resources to establish integration of utility technology systems.
3. Participates with the development and implementation of best practices related to information technology procedures and project communication. Maintains and updates procedures as necessary.
4. Assesses and understands processes and procedures for principal utility technology systems such as the Customer Information System, Financial Information System, Geographic Information System, and Supervisory Control and Data Acquisition system; identifies deficiencies and recommend and implement business solutions to improve customer, business, and/or operational changes.
5. Ensures the needs and requirements of project stakeholders and non-technical staff are adequately communicated to technical resources.
6. Conducts quality assurance on project implementations to ensure quality standards and project objectives have been met.
7. Trains and assists users with new or modified technology processes and procedures. Ensures that users are utilizing technology to its full potential; provides user technical support on new systems or functionality.
8. Ensures security and privacy levels are maintained in technology processes and procedures.
9. Participates in information technology governance process; reviews and comments on potential information technology initiatives.
10. Participate in the development and implementation of an information technology strategic plan.
11. Develops and prepares data queries and reports as necessary using a variety of reporting interfaces, tools, and applications.
12. Prepares technical and administrative reports; trains users in information technology project procedures and prepares related written instructions.
13. Prepares and maintains systems procedures and documentation; maintains and updates manuals, codebooks, templates, computer control tables, etc.
14. May plan, assign, and review the work of technical personnel assigned to an information technology project.

EMPLOYMENT STANDARDS

Education/Experience

Any combination equivalent to education and experience likely to provide the required knowledge and abilities. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from an accredited four year college or university with major course work in computer science, computer information systems, business administration, or related field.

Experience: Two years of responsible experience in data processing, programming, and/or systems analysis.

Knowledge

Knowledge of principles and practices of organization and administration; technical report writing procedures; research, analysis, and development principles and practices; advanced project management principles, practices and tools; information technology uses within municipal organizations.

Ability

Ability to work independently and perform professional work in support of information technology business operations; analyze work papers, reports and special projects; identify and interpret technical and numerical information; problem solve operational and technical policy and procedures; analyze processes and develop logical solutions to streamline and improve procedures and processes; implement best practices; provide technical consultation related to project management principles and practices; coordinate with multiple parties, e.g., vendors, staff, and end users; prepare reports, effectively present information and respond to questions from staff, vendors and the general public; establish and maintain accurate records; maintain level of knowledge required for satisfactory job performance; establish and maintain effective working relationships with vendors and staff at all levels.

Special Requirements

Willingness and/or ability to work outside regularly scheduled hours to meet operational needs and to respond to after-hours emergency calls as required.

Other Requirements

Selected positions may require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.