BUSINESS SYSTEMS ANALYST

FLSA STATUS: Non-Exempt

NATURE OF WORK

This is responsible technical support to assist with design, development, implementation, and ongoing maintenance and analysis of the internal technical aspects of the City’s ERP software including Tyler Munis, Executime, Cityworks, Asset Works and other modules as needed. Software support and accounting work maintaining accounts and financial records. Work includes project management and production support capabilities to ensure there is adequate end-use support for all City Departments. Work is performed under the general direction of the Finance Director.

ESSENTIAL FUNCTIONS OF WORK (May not include all of the duties performed.)

Support the design, development, and implementation of new and enhanced application requests. Identify the appropriate resources needed to complete small software projects. Support the communication between internal and external parties on project related issues and developments. Participate in developing and managing project plans. Determine the scope and complexity of projects. Work with cross functional teams. Consult and support the end user community to develop requirements for system solutions.


Provide technical support and assist with problem resolution for production issues. Create, maintain and manage Munis imports. Provide support for Munis production table coding. Troubleshoot and decipher error messages. Assist IT with Munis System Administration support for security, workflow and readyforms. Assist with identifying and implementing process improvements through software utilization. Identify required resources to resolve minor to mid-sized issues. Utilizes appropriate Change Control methods to implement system solutions. Serve as a resource person for and as a liaison between City of Minot departments and IT. Support departmental efforts to improve customer satisfaction. Evaluate and monitor system performance and functionality to avoid potential issues as well as gathering information for future development needs or feasibility studies. Maintain and adhere to departmental On-call procedures and SLA.

Ensure outstanding end-user support is provided, including ongoing monitoring of Service Level Agreements for incident management and collaboration with other areas to ensure customer-centered incident management and support. Adhere to and promote continual adoption of change management policies and procedures. Model outstanding customer service behavior, including timely and effective follow-up with customers. Implements accounting and financial procedures and internal controls; implements accounting system modifications and changes.

Develop knowledge and professional skills through cross-training, literature and attendance at department meetings and vendor education. Develop and maintain positive relationships, both internal and external to City of Minot. Motivate people and encourage teamwork. Work well with others and fosters a positive team environment. Develop training objectives. Prepare oral and written presentations. Conduct and participate in instructional seminars. Develop expertise in several City of Minot computer-based systems. Perform other duties as assigned.
BUSINESS SYSTEMS ANALYST (continued)

Performs other related duties as assigned.

REQUIREMENTS OF WORK

Proficient at pursuing work with little supervision or assistance; directing one's own efforts. Demonstrated ability to work independently and as part of a team

Demonstrates an independent work initiative, sound judgment, diplomacy, tact and professional demeanor

Proficient in prioritization and time-management skills sufficient to meet deadlines in a fast-paced environment

Proficiency at working independently through details of a problem to reach a positive solution

Considerable knowledge of mainframe and/or personal computer hardware and software including : Munis; HUB; ReadyForms; TCM; SSRS; Kiteworks; Sharepoint; SQL Server; Tyler Community; Tyler Deploy; Tyler Support

Ability to communicate effectively both orally and in writing

Ability to maintain records and prepare reports

Ability to establish and maintain effective working relationships with other employees, government officials, and the general public

Capable of relating to diverse age and demographic backgrounds Ability to read accounting ledgers and records

Ability to operate personal computers, calculators, and other general office equipment

DESIRED MINIMUM TRAINING AND EXPERIENCE

Possession of a bachelor's degree in business administration, computer science, information technology or related field with 3 to 5 years’ experience in analyzing, programming, designing, testing and implementing ancillary business systems; or any equivalent combination of training and experience.

PHYSICAL REQUIREMENTS

While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to sit, stand; walk; use hands to finger, handle or feel; and reach with hands and arms. The employee is occasionally required to climb or balance; and stoop, kneel, crouch or crawl. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.