



# CLASS TITLE | BUSINESS ADMINISTRATOR

PAY GRADE: EX-40 | [www.cityoftulsa.org/pay](http://www.cityoftulsa.org/pay)

Class Code: 3015

Effective Date : 04/05/2023

**\*\*THIS CLASSIFICATION INCLUDES PAY INCREASE OPPORTUNITIES - OUTLINED BELOW\*\***

**PURPOSE OF THE CLASSIFICATION:** Under direction performs technical and administrative work in a specialized applications/systems environment, involving technical analysis, evaluation, design, maintenance, support, training and performance monitoring of various systems; and performs other related duties as assigned.

## ESSENTIAL TASKS:

- Plans, analyzes, evaluates, configures and maintains relevant applications and system related files, and information interface with other City departments and outside agencies
- Performs a variety of technical system tasks associated with the development and maintenance of specific systems and the generation of specialized reports
- Evaluates, recommends, and coordinates implementation of the system as well as functional modifications and enhancements to existing processes and assists in the development of new processes that impact business requirements for the relevant system
- Works with users on specific projects and selects and recommends appropriate applications software
- Works with Information Technology (IT) and the Information Security Manager to establish data security rules, enforces network security standards and performs user security administration
- Analyzes technical responsibilities of users to assure effective systems support for operational information concerns
- Performs maintenance processes and testing to ensure system accuracy and functionality
- Assists in the development of policy and procedures for system and user operation to maintain operational compliance
- Provides end user training of specific processes or application systems
- Analyzes system data to ensure optimal performance of the application system
- Researches, plans and implements procedures to maximize productivity of applications and systems
- Reports to work on a regular and timely basis

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

## QUALIFICATIONS:

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Completion of one hundred twenty (120) hours from an accredited college or university in Business or Public Administration or a related field with an emphasis in computer science *preferred*; **and**,
- (b) Three (3) years of progressively responsible experience in business systems analysis with a strong background in various computer applications and systems relevant to the essential tasks listed in this job description;



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## ***PAY INCREASE OPPORTUNITIES***

- Employee will be eligible for the equivalent of a one-step pay increase following the completion of one (1) year in the position and completion of Entry Certification in Business Analysis (ECBA) (Level 1) by the International Institute of Business Analysis (IIBA)
- Employee will be eligible for the equivalent of a two-step pay increase following the completion of two (2) years in the position and completion of Certification of Capability in Business Analysis (CCBA) (Level 2) by the IIBA.
- Employee will be eligible for the equivalent of a two-step pay increase following the completion of four (4) years in the position and completion of IT Infrastructure Library (ITIL) Foundation Certification in IT Service Management.
- Employee will be eligible for the equivalent of a two-step pay increase following the completion of five (5) years in the position and completion of all certifications **including** Certified Business Analysis Professional (Level 3) by the IIBA.

### Knowledge, Abilities and Skills:

#### Knowledge of:

- Comprehensive knowledge of end user functions
- Good knowledge of the methods and techniques used in business systems processes and related maintenance procedures
- Knowledge of Local Area Networks (LANs), Wide Area Networks (WANs), wireless networks, security accounts and support connectivity

#### Ability to:

- Recognize, analyze and solve system and software maintenance problems independently
- Operate a personal computer
- Obtain Basic CLEET Instructor certifications and provide training in classroom and field settings (some positions)
- Utilize the highest level of interpersonal skill in order to understand, select, develop and motivate internal and external customers

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 60 pounds; may be subject to walking, standing, sitting, reaching, handling and feeling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver license.

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting and may require travel to various City locations. Required to be on-call after business hours as necessary to maintain effective support of assigned system.

**EEO Code: E-02**

**Group: Clerical and Administrative**

**Series: Data Processing and Information**