PURPOSE OF THE CLASSIFICATION: Under direction is responsible for working with internal customers to assist with the development and documentation of business requirements, supports the project management staff, and performs other related duties as assigned.

ESSENTIAL TASKS:
- Consults with department management and business end-users to determine their needs and identify potential systems that will serve as a solution
- Creates or specifies system requirements based on business end-users' needs
- Develops process flows of business processes in Microsoft platforms to capture essential workflow information and system touch points
- Designs proposals for systems that offer a solution for meeting the business needs or goals of a department
- Researches, analyzes, and organizes the proposed system's technical processes, procedures and any related data required to integrate it into the City of Tulsa
- Utilizes various analytical techniques, accounting principles, and resource availability to evaluate the overall feasibility of delivering a proposed solution in terms of staff ability, efficiency, and cost-effectiveness
- Recommends technical proposals, plans, and projects to department leaders based on their business requirements and the feasibility of analysis conducted
- Develops system specifications, diagrams and flowcharts used by programmers for developing solutions included in projects
- Partners with the Project Managers to provide technical scoping and support on various project planning, scheduling, documenting, and reporting efforts
- Participates in regularly scheduled meetings to advise, recommend and present technical proposals, plans and documentation
- Oversees the implementation of proposed solutions, coordinates system testing, and observes initiation of the system to validate performance
- Monitors system changes, analyzing impact on business requirements and revising them as required
- Analyzes and tests system updates for impact on data integrity, process and reporting
- Reviews technical documentation against system functionality to ensure technical accuracy, demonstrates a continuous effort to improve operations, decrease turnaround times, and streamline work processes
- Conducts training needs analysis, interviews, and surveys with internal customers to plan training programs that help meet the needs of the business end-users
- Assists in the development and implementation of various types of training materials
- 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 a bachelor's degree from an accredited college or university in computer science, information technology, engineering, information systems, business administration, management information systems, economics, or finance ; **and,**
> (b) Four (4) years of experience that prepares one to perform the essential tasks listed in this job description

Knowledge, Abilities and Skills:

Knowledge of:
- Comprehensive knowledge of methods, standards, procedures and practices of technical writing for an information technology environment
- Basic knowledge of project management methodology
- Considerable knowledge and understanding of the operation and uses of data processing/communications and related equipment
- Good knowledge of system's operations and understanding of methods, techniques and technical terminology used in system's analysis and design

Ability to:
- Work independently and as a team member to investigate, comprehend, analyze and organize a system's technical processes/procedures
- Utilize raw input from document owners and develop effective policies and procedures, determining how to organize the information for the appropriate audience without changing information meaning
- Manage small projects
- Analyze training needs, plan training programs and provide guidance and training
- Analyze complex concepts/ideas
- Create and present information clearly and concisely both verbally and in writing
- Effectively communicate both verbally and in writing with good command of the English language
- Work with all levels of personnel in diverse job functions
- Understand and influence the behavior of internal and external customers in order to achieve job objectives and to cause action or understanding

Skill in:
- Public speaking
- Investigating and interviewing
- Analytical, grammatical and technical writing skills

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting up to 20 pounds; occasional carrying up to 20 pounds; may be subject to walking or sitting for extended periods of time; standing, reaching, handling, twisting and climbing; 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 and office setting; may require some travel to various locations.

EEO Code: E-02
Group: Fiscal
Series: Financial Management