



TITLE: Business System Analyst
DEPARTMENT: Information Technology
POSITION STATUS: Full-time, with benefits
REPORTS TO: Enterprise Applications Manager
SALARY: \$65,000.00 DOQ

DUTIES:

Operating under the direction of the Enterprise Applications Manager, and utilizing the automated work order system, support the operation of production applications, databases and related information systems as required. Act as Lead for designated systems (ie, Document Management, Finance, Permitting, etc..).

Plan, design, test and implement software applications to user specifications and consistent with department policy. Applications may include many domains including public safety, finance, inspectional services and education. Provide assistance to all users of the system. Recommend and/or provide training and orientation to end users. Develop instructional manuals and/or documentation for end users and other IT staff.

Create and maintain user profiles and roles, configure application parameters, set up workflows and functions, manage data, and generate reports. Extend software functionality by using knowledge of underlying table structures; develop queries and build interfaces between software products.

Configure and maintain electronic data transfers between City/School systems and external third-party services, data suppliers and regulatory agencies. Lead or assist with data migrations between systems.

Create reports using application specific tools as well as standard SQL report writers (e.g. SQL Reporting Services, Crystal). Assist with the creation of reports in response to business needs, including performance management-based programs. Work in consultation with department and organizational staff to determine and document business processes, rules, requirements and translate these into technology deliverables.

Train departmental specialists to generate regularly requested reports, labels, and extracts. Implement, and maintain change control and testing processes. Respond to and resolve application access, performance and operational issues. Assist the Enterprise Applications Manager in determining future software needs and areas for improvement; recommend solutions and assist with implementation; maintaining detailed licensing and related records.

Participate in evaluating and recommending new technologies which enhance and support the technology plan.

Function as an applications owner and a system expert. Collaborate with technical team members, departmental specialists, and solution providers. Identify opportunities for process optimization, redesign, and/or development of new process. Lead implementation, training, and support as needed.

Assist and provide backup for IT Department staff as needed, and other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

Demonstrated experience with complex systems including financial, electronic document management, electronic permitting and/or public safety. Demonstrated experience with data analysis and management.

Proven ability to analyze complex operational problems and develop appropriate solutions. Strong analytical and conceptual thinking skills. Demonstrated technical expertise necessary to troubleshoot, identify and resolve software problems including advanced knowledge of MS Office, experience with SQL Server and report writing tools (Crystal, SRSS, etc..).

Ability to conduct research into database issues and products as required; analyze, process, share and integrate data among systems. Strong project management skills; ability to manage multiple projects and meet deadlines. Ability to manage and coordinate vendors, subject matter experts, decision makers, and end users to achieve project goals and objectives.

Ability to recognize organizational and departmental priorities and work collaboratively to support their accomplishment. Excellent customer service skills. Knowledge of applicable data privacy and security practices.

Ability to remain current with applications by reading documentation, utilizing online Knowledgebases and community forums, and attending user group meetings. Ability to communicate effectively both verbally and in writing with staff at all levels of the organization.

Ability to develop and maintain positive relationships with city and school officials, community organizations and the general public. Ability to work a flexible schedule, which may include occasional evenings, weekends, etc. to ensure organizational needs are met.

QUALIFICATIONS REQUIRED:

Bachelor's Degree in a related field and five years' experience preferably in a municipal, school or public safety environment; or any equivalent combination which demonstrates the requisite knowledge, skills, and abilities.

PHYSICAL DEMANDS:

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;

Light physical labor, including lifting objects up to 25 pounds.

EQUAL OPPORTUNITY EMPLOYER:

The City of Salem is committed to maintaining a work and learning environment free from discrimination on the basis of race, color, religion, national origin, pregnancy, gender identity, sexual orientation, marital/civil union status, ancestry, place of birth, age, citizenship status, veteran status, political affiliation, genetic information or disability, as defined and required by state and federal laws. Additionally, we prohibit retaliation against individuals who oppose such discrimination and harassment or who participate in an equal opportunity investigation.

Qualified individuals are encouraged to apply with resume and cover letter to jobs@salem.com. Position open until a qualified candidate is selected.

HUMAN RESOURCES, Lisa B. Cammarata, Director, City of Salem
98 Washington Street, 3rd floor
Salem, Massachusetts 01970
978-619-5630

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