

## CITY OF MADISON POSITION DESCRIPTION

Name of Employee (or "vacant"):

Vacant

Work Phone: tbd

2. Class Title (i.e. payroll title):

MIS 3

3. Working Title (if any):

Business and Process Analyst / Special Projects Leader

4. Name & Class of First-Line Supervisor:

Paul Kronberger, Chief Information Officer

Work Phone: 266-4202

5. Department, Division & Section:

Information Technology

6. Work Address:

CCB 525

7. Hours/Week: 38.75

Start time: 8:00 a.m. End time: 4:30 p.m.

8. Date of hire in this position:

4/1/2014

9. From approximately what date has employee performed the work currently assigned:

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10. Position Summary:

This is advanced-level professional work involving business analysis, project management, meeting facilitation, strategic planning, and training of other staff in these disciplines. The work is performed under the general supervision of the Chief Information Officer or a designated manager and involves the exercise of considerable independent judgment.

11. Functions and Worker Activities: (Do NOT include duties done on an "Out-of-Class" basis.)

60% A. Business analysis and process review

1. Assist with business analysis discussions as a member or leader of a project team
2. Assist with business process reviews as a member or leader of a project team
3. Participate in system designs that incorporate redesigned agency(s) processes.
4. Lead process reviews for specific city agencies or multi-agency projects
5. Lead process reviews of internal I.T. processes
6. Make recommendations for improving internal I.T. processes

7. Assist/lead in Request for Proposal process
8. Assist in development in policies and procedures

10% B. Facilitation and Communication

1. Facilitate meetings involving diverse stakeholders (e.g. multi-agency)
2. Develop and help manage project-specific communications plans
3. Develop and help manage communications with I.T.'s customers
4. Work with diverse city staff to gain consensus on decisions/issues through collaboration.
- 5.

10% C. Training and Employee Development

1. Provide training to I.T. staff on Business Analysis, Project Management, and Communications
2. Assist project teams in developing and managing project-specific training plans
3. Identify career development needs in the IT Department
4. Identify training resources for IT staff
- 5.

15% D. Departmental Planning

1. Participate in and lead department and city information technology planning, prioritization and periodic review.
2. Identify and articulate needs for common city processes and business functions.
3. Work with city agencies and IT staff to better align IT planning with agency business needs
4. Proactively identify and propose ways for IT to serve as a change agent for the City
5. Lead in the development and updating of Strategic IT Plans.
6. Evaluate and recommend planning methodologies
7. Develop methods to increase city agency participation in strategic planning
8. Participate in department planning to determine priorities and develop resource allocations

5% E. Internal Administrative Tasks

1. Attending training
2. Internal meetings
3. Record keeping
4. Keep current on industry and technology trends
- 5.

12. Primary knowledge, skills and abilities required:

Ability to communicate effectively both orally and in writing. Ability to develop and maintain effective working relationships with internal staff and staff of other agencies. Ability to problem solve, apply logic, and perform process identification and systems thinking. Ability to effectively participate in team efforts to improve/develop departmental programs and services. Ability to evaluate software and recommend purchase. Ability to exercise judgment and discretion in completing assigned tasks. Ability to determine customer needs and define the scope of projects. Ability to provide consultation, training and leadership to lower level staff. Ability to read, understand and interpret a variety of documents such as business requirements, technical specifications, instructions, and policy and procedure manuals. Ability to work independently and to manage multiple projects on an ongoing basis. Ability to plan and prioritize work assignments. Ability to facilitate projects, recommend change and communicate methods. Ability to represent department interests in sensitive interaction with customers and vendors negotiations. Extensive experience with the Request for Proposal process. Ability to maintain adequate attendance. As new technologies emerge that impact our systems, Management Information Specialists are expected to learn and resolve any problems involved in integrating them within our systems.

Technical Skills needed: Good familiarity of the Microsoft Office Suite of products, including SharePoint. Knowledge and experience with BABOK, PMBOK, Team Leader and Facilitation skills. Experience in developing strategic plan.

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13. Special tools and equipment required:

None

14. Required licenses and/or registration:

None

15. Physical requirements:

Must be able to use a computer, write on a white board

16. Supervision received (level and type):

General

17. Leadership Responsibilities:

This position:  is responsible for supervisory activities (Supervisory Analysis Form attached).  
 has no leadership responsibility.  
 provides general leadership (please provide detail under Function Statement).

18. Employee Acknowledgment:

- I prepared this form and believe that it accurately describes my position.  
 I have been provided with this description of my assignment by my supervisor.  
 Other comments (see attached).

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EMPLOYEE

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DATE

19. Supervisor Statement:

- I have prepared this form and believe that it accurately describes this position.  
 I have reviewed this form, as prepared by the employee, and believe that it accurately describes this position.  
 I have reviewed this form, as prepared by the employee, and find that it differs from my assessment of the position. I have discussed these concerns with the employee and provided them with my written comments (which are attached).  
 I do not believe that the document should be used as the official description of this position (i.e., for purposes of official decisions).  
 Other comments (see attached).

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SUPERVISOR

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DATE

Note: Instructions and additional forms are available from the Human Resources Dept., Room 501, City-County Bldg. or by calling 266-4615.

