

## **PROCESS IMPROVEMENT SPECIALIST**

### CLASS DESCRIPTION

#### General Responsibilities:

This is advanced-level professional work involving business analysis, project management, meeting facilitation, strategic planning, and the training of other staff in these disciplines. Work is performed in connection with various City departments, yet involves independent planning and execution of multiple projects simultaneously. Under the general supervision of the Information Technology Director or a designated manager, work involves the exercise of considerable independent judgment.

#### Examples of Duties and Responsibilities:

Assist with business analysis discussions and process reviews as a member or leader of a project team. Participate in system designs that incorporate redesigned agency(s) processes. Lead process reviews for specific city agencies or multi-agency projects. Lead process reviews of internal Department processes and provide recommendations for improvement. Assist and/or lead in Request for Proposal processes. Assist in the development of policies and procedures.

Facilitate meetings involving diverse stakeholders (e.g. multi-agency). Develop and help manage project-specific communications plans and communications with Information Technology customers. Work with diverse City staff to gain consensus on decisions/issues through collaboration.

Provide training to Department staff on business analysis, project management and communications. Assist project teams in developing and managing project-specific training plans. Identify career development needs of Information Technology staff and available training resources.

Participate in and lead Department and Citywide information technology planning, prioritization and periodic review. Identify and articulate needs for common City processes and business functions. Work with City agencies and internal staff to align Information Technology planning with agency business needs. Proactively identify and propose means by which Information Technology can serve as a change agent for the City. Lead in the development and updating of strategic information technology plans. Evaluate and recommend planning methodologies. Develop methods to increase City agency participation in strategic planning. Participate in department planning to determine priorities and develop resource allocations.

Attending training and keep current on industry and technology trends. Perform recordkeeping functions.

Perform related work as required.

## QUALIFICATIONS

### Knowledge, Skills and Abilities:

Thorough knowledge of the diverse theories, principles and practices of organizational development and their respective strengths and applications. Thorough knowledge of leadership, facilitation, process management, and strategic planning theories and techniques. Thorough knowledge of team-based organizational development strategies incorporating data based decision-making. Thorough knowledge of the quality improvement principles, practices, techniques, and tools. Thorough knowledge of effective group dynamics relative to problem solving teams. Thorough knowledge of data collection and statistical analysis techniques. Thorough knowledge of computer technology relevant to data/statistical analysis applications. Thorough knowledge of and ability to use computer software applicable to the duties of the position. Working knowledge of the Request for Proposal process. Ability to communicate effectively both orally and in writing. Ability to establish and maintain effective working relationships with internal staff and staff of other agencies. Ability to serve as an effective in-house consultant relative to organizational improvement efforts and to provide necessary training and technical assistance. Ability to facilitate and participate in inter/intra team development and related problem solving efforts. Ability to effectively participate in team efforts to improve/develop departmental programs and services to determine customer needs and define the scope of projects. Ability to provide consultation, training and leadership to lower level staff. Ability to develop and make effective training presentations. Ability to lead strategic planning processes and coordinate follow-through. Ability to exercise considerable judgment and discretion in completing assigned tasks. Ability to coordinate technical data collection. Ability to problem solve, apply logic, and perform process identification and systems thinking. 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 represent department interests in sensitive interaction with customers and vendors negotiations. Ability to learn and resolve any problems involved in integrating new technologies within City systems. Ability to maintain adequate attendance.

### Training and Experience:

Generally, positions in this classification will require:

Four years of responsible professional experience in the area of organizational development consultation and training, with at least one year of experience working with information technology issues and/or concerns. Such experience would normally be gained after graduation from an accredited college or university with a Bachelor's Degree in Computer Science, Public Administration, Business, Industrial Psychology or other related field. Other combinations of training and/or experience which can be demonstrated to result in the possession of the knowledge, skills and abilities necessary to perform the duties of this position will also be considered.

Specific training and experience requirements will be established at the time of recruitment.

### Necessary Special Qualifications:

Ability to meet the transportation requirements of this position.

Physical Requirements:

Work is primarily sedentary in nature and performed in an office environment. Employees will be expected to use standard office equipment such as a telephone, computer, calculator, copier, and fax machine. The incumbent will be expected to travel to various City agencies in order to assess needs and work on projects.

<b>Department/Division</b>	<b>Comp. Group</b>	<b>Range</b>
Information Technology	18	10

Approved: \_\_\_\_\_  
Brad Wirtz  
Human Resources Director

Date