

PLEASE POST FOR ALL APPLICANTS TO READ
Macon Bibb County Government

POST DATES: 03/21/2017 to Until Filled	EEOC CODE:	CLASS CODE:
CLASSIFICATION TITLE: Business Analyst		
JOB CLASS (GRADE): 18-1		MIN. SALARY: \$45,531.20
LOCATION: IT/Terminal Station		WORK HOURS: 8:30 AM – 5:30 PM
DEPT. HEAD: Brett Lavender		WORK WEEK: Mon. – Fri.
(X) REPLACEMENT () NEW REQUIREMENT		

JOB SUMMARY:

The Business Analyst supports the Enterprise Application Division through management and ongoing support of the enterprise resource planning (ERP) tool and other assigned software applications. The Business Analyst monitors and audits the activities of all ERP users (internal and external), maintains need-only permissions access to all ERP users. The Business Analyst will manage the use of the ERP's Decision Support Tool and monitor reporting access available to users. After all local attempts have been made to rectify issues, the Business Analyst will initiate support calls to software provider on behalf of the end user. The Business Analyst will work closely with stakeholders from across the government and community to develop consensus around maximizing ERP functionality. The Business Analyst supports joint efforts and engagement of the ERP partnership. A significant component of this responsibility is to build capacity by leveraging the skills, expertise and assets of existing users, departments, and other stakeholders.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

The following duties are representative of the work required for this job. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Ensure that all ERP support calls are answered and that all end-user and support issues are entered and categorized as necessary. Respond to users providing viable information, monitor pre and post completion detail and data tracking. Track number and frequency of re-tread/re-visits required on same issue with the same and different users, average response time to initial request, and completed tasks.

- Maintain databases associated with assigned applications, utilize familiarity with creating databases in order to manage accuracy and data integrity. Perform backups, overwrites, and restoration of databases. Create user accounts/logins to assigned applications and oversee access management. Responsible for permission management and security in database environments.

KNOWLEDGE, SKILLS, AND ABILITIES:

The Business Analyst must be knowledgeable of the following principles, procedures, and concepts:

- Knowledge of system and network fundamentals and advanced concepts.
- Knowledge of system and network auditing and logging.
- Knowledge of logistics or project management concepts.
- Knowledge of trouble-shooting, testing, and monitoring concepts.
- Knowledge of methods and techniques of research, statistical analysis, and report preparation.
- Knowledge of office automation and business software.
- Knowledge of the latest version of Microsoft SQL
- Skill in the use of Excel pivot tables and other analysis tools.
- Skill in building professional relationships.
- Skill in effective time management.
- Skill concerning professionalism and courteousness.
- Ability to resolve problems in a timely, efficient, and effective manner.
- Ability to multi-task in a high activity/energy professional environment that includes multiple and concurrent projects and project deadlines, and occasional interruptions and walk-in appointments.
- Ability to communicate effectively both orally and in writing.

MINIMUM EDUCATION, TRAINING AND/OR EXPERIENCE TO PERFORM ESSENTIAL JOB FUNCTIONS:

The Business Analyst should possess, at minimum, a Bachelor's Degree in Computer Science, Mathematics, or a related field with three (3) years of progressive systems and network experience; or an Associate's Degree in similar coursework and five (5) years of progressive system and network experience; or an equivalent combination of relevant education and experience deemed appropriate by the Enterprise Applications Manager to provide sufficient knowledge, skills and abilities to successfully perform the duties and responsibilities of the position.

NECESSARY SPECIAL REQUIREMENTS:

- Possession of a valid Georgia Motor Vehicle Operator's License.

SUPERVISORY CONTROL AND RESPONSIBILITIES:

None

TRAVEL:

The Business Analyst is required to travel minimally, but may be required to do so on occasion.

(ADA) MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

LANGUAGE SKILLS:

Ability to read and understand written materials. Ability to effectively communicate information to supervisors, employees, and the general public.

MATHEMATICAL SKILLS:

Ability to work with basic mathematical concepts such as addition, subtraction, multiplication, and division.

COMMUNICATION SKILLS:

Must be able to effectively communicate orally and in written form in a professional manner in order to give or exchange information, resolve problems, and/or provide service. In addition, this position requires extensive contact with other employees and the general public, often involving problem-solving circumstances.

REASONING ABILITY:

Ability to interpret and understand a variety of forms, reports, manuals, regulations, and other means of instruction and guidance.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This position requires light demands with intermittent sitting, standing, walking, computer use, and occasional lifting of lightweight objects.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The work environment is primarily an indoor office work area.

If you feel you qualify for the above position, you may obtain an application at the Human Resources Office or complete the General Application located at www.maconbibb.us. Applicants who are not selected to fill the position will be notified by mail. Position postings are to remain posted for at least seven (7) working days before the position is filled so that all applicants qualified for the position will have the opportunity to apply.

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER