



**VILLAGE OF HOFFMAN ESTATES
JOB DESCRIPTION
SENIOR BUSINESS SYSTEMS ANALYST
EFFECTIVE DATE: 04/01/2022**

DEPARTMENT: Information Technology	WORK LOCATION: Village Hall		FLSA STATUS: Non-Exempt
CLASS CODE:	RANGE: 22H	PENSION: IMRF	UNION: NU
REPORTS TO: Director of Information Technology	LEVEL OF SUPERVISION RECEIVED: General Direction		LICENSE/CERTIFICATES: Class D Illinois Driver's License

SUMMARY:

Highly responsible position coordinating the functions of the Business Systems Division within the Information Technology Department. Performs detailed analytical, technical and administrative work in the planning, design and installation of new systems and software. Maintains new and existing systems and software while ensuring compliance with the established Village standards and compliance with vendor licensing contracts.

Contributes to the long range strategic plan for the Department that will ultimately result in the implementation of Village-wide technology goals.

This position supports enterprise applications across the functional areas of the organization. This position will work collaboratively to identify areas for improvement and implement and maintain new or improved services to meet changing technical and customer requirements, solicit and apply customer feedback in order to improve processes, products, and services. In addition, this position will write reports, business correspondence, and procedure manuals; effectively present information and respond to questions from non-technical users; exercise the judgment, decisiveness, and creativity required in situations involving the evaluation of information against measurable or verifiable criteria; perform intermediate and advanced level of data analysis including the ability to extract, sanitize, and transform; and stay proficient with current computer software systems, including email, calendar programs, job specific software, and customer service systems.

JOB NO.	ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES	FREQUENCY
1.	Maintaining, updating, configuring, and patching enterprise applications and providing end user support on basic, intermediate, and advanced application support requests.	Daily 50%
2.	Provide administrative and technical support for a number of current and future village wide enterprise software applications including but not limited to Central Square Enterprise Resource Planning/Financial System (PLUS), Laser Fiche Document Management System, GovQA Citizen Request Management and FOIA solutions, Microsoft Teams, OneNote etc.	Daily 60%
3.	Recommends, oversees or conducts instruction/training for at all levels of proficiency and usage of the various enterprise systems. Manages all details of the training environment including equipment set-up, refresh procedures and the physical and learning needs of the participants.	Daily 10%
4.	Assist the I.T. Director in operational and strategic planning for technology solutions, including business requirements, project planning, and organizing and negotiating allocation of resources for both the Information Technology department and other Village department and supported agencies.	Daily 50%
5.	Helps define Service Level Agreements (SLAs) to establish problem resolution expectations and timeframes when working with both internal and external customers.	Daily 5%
6.	Directs the prioritization of technology projects and directs allocation of existing resources to provide maximum efficiency for the department.	Daily 75%
7.	Work on new projects and be involved with planning, requirements analysis, systems design, implementation, integration, reports development, testing, documentation, training, and go-live activities.	Daily 85%
8.	Pursues current and changing technical software and hardware advances and requirements as well as computer industry standards and trends through professional publications, conferences, workshops and seminars. Pursues teaching advances and methods to further the utilization of technology as a tool to enhance workplace efficiency.	Daily 10%
9.	Maintains a working relationship with the enterprise application vendors as the liaison to effectively respond to and correct issues Participates and Contributes to various vendor user groups.	As Needed 15%
10.	Collaborates in a team environment including but not limited to, participation in team and inter/intra departmental meetings and projects.	Daily 100%
11.	Operates and properly maintains all tools and equipment needed to perform the essential job functions and responsibilities listed above while adhering to all safety rules and practices.	Daily 100%

JOB NO.	OTHER RELATED DUTIES
1.	Attends building, departmental and Village meetings and serves as a member of various employee committees and task forces when required or assigned.
2.	Maintains and or contributes to department documentation including monthly reports, I.T. policies and procedures. Interprets data as well as provides detailed reports on various system functions and resources when required.
3.	Assists in creating documentation detailing design and construction of all Village networks and their inter-connection for the purpose of architecting, delivering and maintaining a reliable and stable technology infrastructure appropriate to support the core mission of the department.
4.	Makes suggestions to improve software, systems and/or procedures.
5.	Professionally represents the Information Technology Department as a technical consultant on projects.
6.	Follows Village and departmental safety rules and practices.
7.	Performs other duties as required or assigned.

SUPERVISORY RESPONSIBILITIES: (Select one – required)

None required

Supervisory responsibilities are required to be carried out in accordance with the organization's policies and applicable laws. **(List specific responsibilities below)**

EDUCATION, EXPERIENCE AND COMPUTER SKILLS:

The designated education and experience levels best describe the minimum requirement needed to fulfill the essential job functions. However, any combination of equivalent education or experience may be considered.

Education Level (Select one - required)

- High school education with vocational training
- High school diploma or general education degree (GED)
- Two or more years of college coursework in related field
- Associate's degree (A.A.) from two-year college or technical school
- Bachelor's degree (B.A.) from four-year college or university
- Master's degree (M.A.)
- Doctoral degree (Ph.D.)

Degree or coursework should be in...

Computer Related Degree

Experience Level (Select one - required)

- No prior experience or training required
- Six months to one year related experience
- One to two years related experience
- Two to four years related experience
- Four to ten years related experience

Proficiency in database modeling, report writing and SQL

Minimum of ten years' experience as a Business Systems Analyst

Additional Experience (Select as appropriate)

- Experience in supervisory capacity...
- Experience in management capacity...
- Must meet the requirements as set by the Fire & Police Commission

Enter number of years required here

Enter number of years required here

Computer Skills (Select as appropriate)

- Entry and processing of data
- Word Processing data
- Spreadsheet software
- Database software

Enterprise applications including but not limited to Customer Relationship, Enterprise Resource Planning, Document Management, Enterprise Asset Management

- Specialized applications:

COMMUNICATION SKILLS:

English Language/Communication Skills (Select one)

- Basic skills Ability to read, comprehend, listen to and follow basic verbal or written instructions and provide appropriate feedback. Ability to read, comprehend and/or create routine correspondence and memos using proper spelling, grammar, punctuation and sentence structure. Ability to effectively convey information one-on-one or to small groups of employees or customers.

- Intermediate skills Ability to read, comprehend, listen to and follow complex verbal or written instructions from multiple sources. Ability to provide appropriate feedback by asking probing questions and/or suggesting alternative approaches. Ability to read, comprehend, create and explain to others complex correspondence, reports and/or manuals. Ability to convey procedures and policies one-on-one or in groups to employees or customers.

- Advanced skills Ability to read or interpret all types of documents including safety rules and regulations, and procedure manuals. Ability to create and edit reports and correspondence from varied source material using appropriate style and format. Clearly convey instructions to employees or team. Ability to speak clearly and effectively before groups of customers answering questions appropriately.

- Business skills Ability to read, research, and analyze general business periodicals, professional journals, technical reports, finance documents or government laws and regulations. Ability to write reports, business correspondence, manuals and draft policies and procedures. Ability to effectively make presentations and respond to questions from groups of managers, customers, citizens, or other agencies.

- Specialized skills Ability to read, analyze and interpret professional, scientific, or technical manuals, procedures, plans, schematics, maps, blueprints, licenses, and/or legal documents. Ability to respond to inquiries from managers, customers, business community or regulatory agencies. Ability to draft responses to complex or technical issues and/or effectively present technical concepts or information to managers, customers, or other agencies in concise understandable terms.

Foreign Language Skills (Complete if applicable)

- Foreign language skills Ability to speak and/or read, write and comprehend...
- A Plus
- Preferred
- Required

Required Language:

REQUIRED COMPETENCIES:

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The required competencies listed below are representative of the knowledge, skills, and/or abilities required for successful job performance.

- Extensive experience supporting an Enterprise Resource Planning suite, preferably Central Square's PLUS and Community products
- Extensive experience with report writing tools such as Crystal Reports, COGNOS, SQL Server Reporting Services
- Extensive experience administering and supporting enterprise resource and collaboration applications such as Microsoft TEAMS, OneNote, SharePoint, DevOps, Laserfiche and Adobe Creative Cloud
- Above average working knowledge of Microsoft Active Directory, AZURE, and MSSQL.
- Analyze and work to solve simple to complex system and software problems
- Ability to encourage, train, mentor, provide leadership for technical staff.
- Ability to apply critical listening skills in a variety of contexts including supervisory and professional situations.
- Prioritize and troubleshoot software and hardware issues and resolve problems and good follow-through.
- Work independently using initiative and creativity as well as collaborate in a team environment.
- Analyze, develop, design and maintain databases
- Excellent interpersonal and teambuilding skills.
- Excellent communication skills; verbal and written
- Follow verbal and written instructions.
- Work independently and as a team.
- Set priorities and meet deadlines in a fast paced environment with frequent interruptions.
- Organize and manage projects and time.
- Multi task and maintain details.
- Work well under pressure.
- Familiarity with administrative principles and practices
- Spelling, grammar, and arithmetic
- Present concepts, ideas and components effectively.
- Software licensing regulations
- Distinguish trends in network, hardware and software problems.
- Differentiate as to when to alert appropriate technical staff of network, hardware and software problems.
- A high aptitude for learning new technologies is essential.

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 with or without reasonable accommodations.

(mark all 17 activities)

----- Amount of Time -----

<u>Physical Activity</u>	None	Less than 1/3	1/3 to 2/3	More than 2/3
Stands	_____	<u> X </u>	_____	_____
Walks	_____	<u> X </u>	_____	_____
Sits	_____	_____	<u> X </u>	_____
Uses fingers in a repetitive motion	_____	_____	_____	<u> X </u>
Uses hands to grasp, finger, handle, or feel	_____	_____	<u> X </u>	_____
Reaches with hands and arms above shoulder	_____	<u> X </u>	_____	_____
Climbs or balances	<u> X </u>	_____	_____	_____
Twists or turns	<u> X </u>	_____	_____	_____
Stoops, kneels, crouches, bends, or crawls	_____	<u> X </u>	_____	_____
Pulls, pushes, or carries	_____	<u> X </u>	_____	_____
Talks or hears	_____	_____	_____	<u> X </u>
Tastes or smells	<u> X </u>	_____	_____	_____
Operates a motor vehicle or heavy equipment	_____	<u> X </u>	_____	_____
Lifts or move 0 to 10 pounds (sedentary)	_____	_____	<u> X </u>	_____
Lifts or move 10 to 20 pounds (light)	_____	<u> X </u>	_____	_____
Lifts or move 20 to 50 pounds (moderate)	<u> X </u>	_____	_____	_____
Lifts or move 50 to 100 pounds (heavy)	<u> X </u>	_____	_____	_____

VISION DEMANDS:

The vision demands described here including the ability to adjust focus, close vision, sharpness of vision, depth perception, peripheral vision, distance vision, hand-eye coordination or as otherwise specified by the Board of Fire and Police Commissioners, are representative of those that must be met by an employee to successfully operate the tools and equipment needed to perform the essential functions of this job.

Other Vision Demands (select if applicable)

Absence of color blindness

Corrected vision of...

As required by the state to operate a motor vehicle
As required by the state to operate a motor vehicle

Uncorrected vision of...

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job with or without reasonable accommodations.

(mark all 15 conditions)

Environmental Conditions	Amount of Time			
	None	Less than 1/3	1/3 to 2/3	More than 2/3
Customary indoor conditions	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Customary outdoor weather conditions including extreme cold, extreme heat, and wet or humid conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Non-weather conditions: extreme cold, extreme heat, and wet or humid conditions	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works near moving mechanical parts	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works in high precarious places, underground, or confined spaces	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Flying debris or airborne particles	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire, smoke, fumes, gases, or noxious odors	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Toxic or caustic chemicals, aerosols, liquids, solvents or oils	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Risk of electrical shock	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Works with explosives or risk of radiation	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Vibration	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Extreme illumination	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Low noise level (Normal voice tones)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Moderate noise level (Raised voice levels)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High noise level (Shouting/ear protection may be needed)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

The information listed above reflects minimum standards and illustrations of the various types of work that may be performed. The omission of specific job functions, requirements or tasks does not exclude them from the job if the work is similar, related or a logical extension of the work assigned.

This job description does not constitute an employment agreement between the employer and employee.

Recommended Approval:



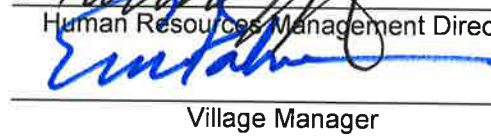
Department Director

Reviewed Approval:



Human Resources Management Director

Approved:



Village Manager

Effective Date: _____

Revision Date: _____