

**TOWN OF WAYLAND  
POSITION DESCRIPTION**

**Title:** IT Business System Analyst  
**Department:** Information Technology  
**Appointing Authority:** IT Director  
**Affiliation:** Non-Union  
**Grade:** N-8  
**Personnel Board Approved:** 11/30/2016  
**Personnel Board Revised:** 4/26/2022

**Summary of Duties**

Under the general direction of the IT Director, assists in the strategic planning, implementation, management and training on enterprise business and non-instructional software, ensuring that all systems are meeting organizational needs. Collaborate with all departments in order to meet business requirements and ensure that consistent practices are used throughout the Town and Schools in order to maintain the integrity of the systems. Often deals with highly sensitive and confidential data including personnel, legal, health care and financial information. Has a duty to protect this data from loss or disclosure to unauthorized parties.

**Supervision Received**

Works under the general direction of the IT Director; performs highly responsible functions requiring the exercise of discretion and independent judgment.

**Supervision Exercised**

Leads cross-functional, multi-discipline project teams.

**Job Environment**

Work is generally performed under typical office conditions with noise from office equipment and light traffic and little exposure to occupational risks, may be required to work beyond normal hours and on evenings or weekends for technology-related solutions.

Has frequent contact with the user community, contractors and vendors; contacts generally involve software requirements, set-up, operations, report writing and general troubleshooting; to include software installation and training.

May work at off-site School and Town locations.

Respects and maintains confidentiality of confidential information associated with access to software programs and databases.

Errors could result in time loss, delay in employees work product, poor public relations, reduced services to citizens, and failure to achieve program objectives.

**Essential Functions –**

*The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.*

Assists the Director in the strategic planning, implementation, monitoring and assessing of departmental goals, policies and procedures; keeps IT Director informed of activities and recommends corrective actions and solutions.

Works in consultation with IT Department staff to determine and document business processes, business rules, and business requirements and translate these into technology requirements.

In conjunction with the IT Director and Department Heads, develops technological solutions to business operational challenges that improve usability, efficiency and quality of the services provided to stakeholders. Implements these solutions once approved and funded.

Serves as Team Leader for various application project teams; supervises, monitors and evaluates the work of an applications team; performs highly technical work in the installation, configuration, maintenance and support of database systems, applications, servers, and related services.

Develops, documents and implements change control and testing processes for applications and associated procedures.

Develops an annual Applications Management Plan, detailing projects and service delivery enhancements; maintains Town's Application Portfolio.

Improves current practices by designing or implementing new systems and procedures.

Identifies projects, develops specifications, develops project teams, prepares budget estimates; manages all phases of an assigned project.

Acts as internal consultant on all enterprise software applications to end users; provides training and instruction on programs; provides technical and help desk support.

Maintains electronic transfers between Town and School systems and external third party services, data suppliers and regulatory agencies; leads data migrations between systems.

Manages Town and School business processes and associated software and applications.

Establishes document software procedures for employees use; trains employees.

Provides training to new employees throughout the Town on new software systems; provides refresher training to employees as needed.

Implements new software systems and trains all departments as required.

Prepares technical reports as needed; assists staff with producing reports from existing business systems.

Acts as the liaison between Town and School departments and the IT Department in matters related to business processes.

Assists staff in understanding business applications and maximizing the utilization of software applications.

Works collaboratively with IT staff to resolve end-user problems.

Maintains knowledge on current and emerging technologies and software trends by reading periodicals, evaluating new technologies and attending technical seminars and training sessions.

Assists in the development of RFPs and RFQs for the procurement of software and consultant services.

Performs similar or related work as required, directed or as the situation dictates.

### **Recommended Minimum Qualifications**

#### **Education:**

Bachelor's Degree in Computer Science, Computer Technology or a related technology field.

#### **Experience:**

Over 4 years of experience in Business Process Management; over 2 years of business system-related experience preferred; experience in a municipal setting preferred.

**Licenses/Certificates:**

Project Management Professional Certificate (PMPC) preferred.

ITIL Foundation Certificate preferred.

**Substitutions:**

An additional four (4) years of related experience may be substituted for the degree requirement.

3 years of demonstrated project management leadership involving multi-discipline teams for business process applications may be substituted for the PMPC and ITIL Foundation certificates

**Knowledge, Abilities and Skills:**

Familiarity with a wide variety of municipal enterprise software systems including but not limited to Enterprise Resource Planning (ERP), Computer Aided Mass Appraisal (CAMA), Police, Fire and EMS Computer Aided Dispatch and Records Management (CAD & RMS).

Strong knowledge of PC and web-based software applications. Well-versed in a wide spectrum of applications, databases and information systems; keen insight to current and emerging technology and software trends, advancements and their effective use in municipal environments.

Strong project management skills; ability to manage multiple projects and meet deadlines.

Knowledge of applicable data privacy practices and laws.

Ability to identify, gather and analyze information, resolve problems and meet objectives in a timely manner developing lasting, cost-effective solutions.

Ability to manage and maintain confidential information.

Ability to establish own work plan and priorities within scope of established departmental policies and practices, relying on experience and judgment to plan and accomplish goals.

Ability to teach and impart knowledge to a non-technical user community; demonstrated experience training end users.

Ability to interact effectively with department heads and office staff at all levels of the organization.

Excellent organizational and communication skills.

Ability to create and maintain accurate and detailed records and technical documentation.

Excellent customer service skills.

Strong interpersonal skills.

**Physical Requirements**

Light physical effort required to perform duties under typical office conditions. Frequently required to sit, communicate, and move around the Town Building and various off-site locations. Occasionally required to move, push or pull items weighing up to 40 pounds. Occasionally required to visit employee worksites outside of the Town Building.

*This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.*