



Business Application Specialist II #01828

City of Virginia Beach – Job Description

Date of Last Revision: 01-04-2016

FLSA Status: Exempt

Pay Plan: Administrative

Grade: 10

City of Virginia Beach Organizational Mission & Values

The City of Virginia Beach exists to enhance the economic, educational, social and physical quality of the community and provide sustainable municipal services which are valued by its citizens. The City of Virginia Beach organization is based upon a belief in the democratic process of government. This belief provides meaningful ways for citizens, reflecting the diversity of our City, to contribute to the development of public policy. This process is enhanced by organizational values which guide member performance within the Virginia Beach Quality Service System. These Values define our desired organizational culture. We value quality customer service; teamwork; leadership and learning; integrity; commitment; and inclusion and diversity.

Class Summary

Manage the department's business application processes to include network or server-based applications; assess a user organization's information technology needs; research the capability of various systems, potential upgrades, or new systems as they relate to business processes; evaluate the efficiency and effectiveness of current processing and recommend enhancements/process changes related to their business operations and coordinate resolution of problems; provide input to departmental strategic planning; coordinate end user participation in acceptance testing and develop and conduct user training; develop conceptual approaches to satisfy departmental user requirements; and coordinate efforts with the appropriate staff of the Department of Communications and Information Technology (ComIT).

Representative Work Functions and Responsibilities

Manage department utilization of specialized department business applications systems; and investigate user system problems of a complex nature and design corrective procedures.

Identify business needs and business process improvements; analyze business operations; study, research, and conduct cost/benefit analyses evaluating existing or proposed systems; perform ongoing analysis to determine most efficient and effective means to operate the system; develop conceptual approaches to satisfy user requirements; ensure that the benefits of information technology are leveraged to maximize the productivity of staff and service delivery; evaluate system performance and make recommendations for increased efficiency; and evaluate new technology for compliance with organizational standards and departmental applicability and enhanced effectiveness.

Represent the department in new system implementation; organize and direct departmental system user group; conduct discussions with department representatives to review, evaluate, and analyze operational effectiveness of existing systems, define problems and information processing requirements, recommend procedural and operating improvements, and identify needed automation support; evaluate and prioritize requests for new requirements, modifications, and enhancements to existing systems; identify and test system enhancements; establish priorities for system-related projects; and interact with City management and/or vendors on departmental system-related issues and scheduling of priorities.

Oversee the preparation of short- and long-range departmental information technology plans; and prepare performance measure reports.

Business Application Specialist II #01828

Work closely with ComIT technical project leaders to coordinate agency automation needs; assist ComIT staff in developing and preparing system design documents; assist ComIT staff with, and participate in, acceptance testing; assist in determining causes of system problems and work with ComIT staff to determine appropriate corrective actions; coordinate all departmental system operations with ComIT staff; and act as intermediary between users and ComIT staff to resolve problems.

Coordinate development of user training materials, general guidelines, and policies for departmental data automation; coordinate department system training workshops, product demonstrations, and conferences; conduct user training; develop and provide technical briefings for staff on new services and system components; and provide assistance to system users.

Coordinate and oversee department inventory of hardware and software.

Stay abreast of technology changes.

Perform other job duties requiring skills, knowledge and physical requirements as demanded by those duties described or less. Individual assignments will be determined by the supervisor based on then current workloads and department needs.

Performance Standards

Accurately analyze business operations; initiate research and studies appropriately, use accepted analytical methodology, and complete study in a timely manner; prepare plans and timetables accurately for departmental information technology needs; lead studies/discussions in an appropriate and effective manner in order to review and analyze operational effectiveness of existing systems; effectively and efficiently define problems and information processing requirements, recommending procedural and operating improvements and identifying needed automation support; effectively administer specialized department systems; accurately identify and test system enhancements; effectively evaluate system performance in order to make recommendations for increased efficiency; effectively assist ComIT staff in developing and preparing system design documents, testing, troubleshooting, and determining appropriate corrective actions; provide training to users in an effective and timely manner; efficiently coordinate department inventory of hardware and software; work productively with ComIT technical staff and effectively coordinate ComIT and department resources on projects; continuously keep updated on new services and products, and stay abreast of technology changes; effectively organize and direct department system user group; effectively establish priorities for system-related projects.

Minimum Qualifications

Any combination of education (above high school), training, and/or experience equivalent to eight (8) years in a field related to automated business operations in a network or server-based environment for the agency where the IT services are being used, utilizing the required knowledge, skills, and abilities. (NOTE: Related college disciplines include Business Administration, Public Administration, Information Systems, and Information Technology.)

May be required to have, or obtain, a current and valid Virginia or North Carolina driver's license in accordance with Virginia or North Carolina DMV driver's license eligibility requirements.

Special Requirements

All employees may be expected to work hours in excess of their normally scheduled hours in response to short-term department needs and/or City-wide emergencies.

This description is intended to indicate the kinds of tasks and levels of work difficulty that will be required of positions that will be given this title and shall not be construed as declaring what the specific duties and responsibilities of any particular position shall be. It is not intended to limit or in any way modify the right of any supervisor to assign, direct, and control the work of employees under his or her supervision. The use of a particular expression or illustration describing duties shall not be held to exclude other duties not mentioned that are of similar kind or level of difficulty.

Knowledge-Skills-Abilities Required to Perform Satisfactorily

A. Knowledge

1. Knowledge of departmental operations, processes, and procedures.
2. Knowledge of capabilities of information technology software, hardware, and network communication technology.
3. Knowledge of the capabilities of various computer platforms functioning in centralized, distributed, client server, and stand-alone environments.
4. Knowledge of effective processes, methods, and techniques to analyze and evaluate business operations.
5. Knowledge of information technology standards and best practices.

B. Skills

1. Skill in training application users in enterprise software.
2. Skill in developing and maintaining manuals for application usage by department staff.
3. Skill in utilizing application reporting capabilities.
4. Skill in leading department teams.
5. Skill in planning for short-, medium-, and long-term work.
6. Skill in analysis of application problems and efficiency.
7. Skill in translating analysis into business solutions.
8. Skill in coordinating timely delivery of automated business application services from ComIT and vendors.

C. Abilities

1. Ability to manage department-wide automated business applications program.
2. Ability to analyze and evaluate administrative processes and procedures for automation purposes.
3. Ability to train employees in the use of software.
4. Ability to communicate both orally in writing, including presentation of findings from business process analysis.
5. Ability to translate technical terminology into terms understandable to management and employees.
6. Ability to establish and maintain effective business relationships.

Working Conditions

The below stated working conditions are intended to provide a general overview of the environmental conditions inherent in the job setting, as well as the physical, mental, and sensory requirements necessary to perform the essential functions of positions in the noted job title. A more detailed description will be made available at the position (PCN) level.

NOTE: Per HR Policy 6.19, Americans with Disabilities, the City follows the requirements of the Americans with Disabilities Act (ADA) in all hiring and employment decisions. The City shall not discriminate on the basis of disability in its hiring and employment practices. The City shall make reasonable accommodations for the known physical or mental limitations of a qualified applicant or employee with a disability upon request unless the accommodation would cause an undue hardship on the operation of the City's business.

Physical Requirements: *Physical refers to the requirement for physical exertion and coordination of limb and body movement.*

Requires light to medium work that involves walking, standing, stooping, and lifting some of the time and exerting up to 50 pounds of force, and routine keyboard operations.

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Business Application Specialist II #01828

Mental Requirements: *Mental refers to the degree that the job involves cognitive activities, and use of mental processes*

Performs specialized technical and professional work requiring detailed understanding of operating policies and procedures and their application to problems not previously encountered; applies specialized expertise and technical and professional principles and practices in the solution of problems; requires detailed attention with medium to long periods of concentration for accurate results and occasional to frequent exposure to unusual pressure.

Environmental Conditions: *Environmental refers to job conditions inherent to the job setting, including those that may lead to injury or health hazards even though precautions have been taken.*

This job involves a risk of limited to no exposure to any environmental hazards.

Sensory Requirements: *Sensory refers to hearing, sight, touch, taste, and smell required by the job.*

This job requires normal visual acuity and field of vision, hearing, and speaking.

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