

Lake Havasu City, Arizona

Class Description



Title: Business Analyst
Department: Administrative Services
Division: Information Technology
Grade: CP14

FLSA Status: Exempt
Job Code: 320641580
Updated: 7/5/2025
Salary: \$3,170.86 - \$4,597.99

General Definition of Work

Responsible for analyzing the business needs of Information Technology (IT) clients and stakeholders to help identify business problems and propose solutions; work as a liaison among stakeholders to analyze, communicate, and validate requirements for changes to business processes, policies, and information systems; understand business problems and opportunities in the context of the requirements and recommend solutions to achieve organizational goals. Work is performed under the general direction of the Application Services Manager.

Essential Functions

The requirements listed below are representative of the knowledge, skill, and/or ability required and are subject to change as needs and job requirements change. Position assignments may vary. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

Acts as Liaison between IT department and the assigned business to determine requirements, resolve issues, and identify process improvement opportunities, and strategically plans technical needs for growth.

Guides stakeholders in devising effective and efficient approaches to achieving project objectives.

Identifies and resolves issues while managing the risks and provides input for overcoming risks.

Creates and defines business requirements, functional requirements, reports specifications, gaps analysis, and processes data mapping.

Contributes to enterprise architecture development from a business needs perspective.

Sources, researches, and implements new business technology.

Tests and analyzes new software and updates.

Reports and analyzes data to inform business decisions.

Analyzes the design of technical systems and business models.

Maintains absolute confidentiality of work-related issues and City information.

Drives identification of requirements across business units and identifies substandard systems processes through evaluation of real-time data.

Serves as the leader for technical business processes, developing forward-thinking systems prototypes that promote increased efficiency and productivity on multiple levels.

Creates and implements precise management plans for every project, with attention to transparent communication at all levels.

Performs, evaluates, and communicates thorough quality assurance at every stage of systems development.

Determines and develops user requirements for systems in production, to ensure maximum usability.

Partners with other stakeholder teams across business units to develop necessary analysis and documentation in a collaborative way, communicating effectively and efficiently with production, managerial, and executive teams.

Evaluates, analyzes, and communicates systems requirements on a continuing basis, and maintains systems processes, including the delivery of monthly status reports to all appropriate parties.

Authors and updates internal and external documentation and formally initiates and delivers requirements and documentation.

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Conducts daily systems analytics to maximize effectiveness and troubleshoot problems.

Develops meaningful and lasting relationships with partners for optimized systems integration, and responds to questions and concerns from managers and executives with supporting research and recommendations.

Minimum Qualifications

Bachelor's degree in Information Technology, Computer Science, Business Administration, or related field and moderate experience in analytics and systems development capacity or equivalent combination of education and experience.

Special Qualifications

High proficiency in SQL language and database management.

Excellent communicator with the ability to translate data into actionable insights.

Must meet and maintain all training and education requirements for the position.

Valid Driver's License of the appropriate class.

Knowledge, Skills & Abilities

Strong working knowledge of relevant Microsoft applications, including Visio.

Skill in generating process documentation and reports; development of innovative and impactful systems solutions; data visualization.

Strong analytical abilities and capabilities in project and user-testing management; strong proficiency and capabilities in technical writing.

Working Conditions

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires sitting, using hands to finger, handle or feel and repetitive motions, frequently requires speaking or hearing, reaching with hands and arms and pushing or pulling and occasionally requires standing, walking, climbing or balancing, stooping, kneeling, crouching or crawling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels and to receive detailed information through oral communications and/or to make fine distinctions in sound; work requires preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, using of measuring devices, assembly or fabrication of parts within arm's length, operating motor vehicles or equipment and observing general surroundings and activities; work occasionally requires working near moving mechanical parts, exposure to outdoor weather conditions and exposure to the risk of electrical shock; work is generally in a moderately noisy location (e.g. business office, light traffic).
