

Class Title: Senior Business Process Management Analyst

BRIEF DESCRIPTION OF THE CLASSIFICATION:

The **Senior Business Process Management Analyst (Sr. BPM Analyst)** is a technology and process automation consultant and supervisor. This position performs thorough analysis, evaluates all aspects of business processes including budgeting, planning, and resources, to define system requirements, propose potential solutions, and coordinate the implementation or modification of technology and/or process automation solutions. The Senior Business Process Management Analyst provides leadership and management to the City’s BPM team through direction, setting of priorities, developing project plans and coordinating resources to accomplish organizational and departmental goals and initiatives.

Coordinates and defines strategic technical solutions to business processes and owns the integrity of the solution through customer acceptance and final disposition. This job class leads the City’s BPM team, gathers and analyzes information from customers, and provides recommendations to address and resolve business process issues for a specific business group(s); and fills in for the Enterprise Solutions bureau manager and supervisors during times of absence.

A key role for this professional is to provide team leadership and to ensure success for the customer in implementing a technology product/solution that will meet their strategic business needs; and to support the technical team(s) in the product development and delivery process. The position will be expected to attain an in-depth understanding of the business functions of IT Department customers and know users’ needs for, and the business functionality of, enterprise-wide and office automation applications. This position will use this knowledge and coordinate with the City’s technical experts, project managers, and business analysts and work with them to support, plan, and implement customer solutions which are process centric, maximize City resources, eliminate waste and duplication, and are performance measurable. This position has responsibility to educate customers on the City’s technology standards, policies, available services, capacities, and boundaries and perform other duties as assigned. It is critical for this job to have a thorough understanding of the constraints, needs, and perspectives of both the customer and technical team(s).

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	S	Supervises and leads staff by prioritizing projects, monitoring daily progress on projects, resolving issues, and analyzing situations / status and recommending solutions.
2	S	Directs personnel by conducting performance reviews, assigning staff based on city and customer priorities, participating in personnel interviews, assisting in personnel training, and conducting staff meetings.
3	S	Participates in strategic planning and stays current on new technology by reading technical publications, attending seminars and conferences, and establishing and implementing technology standards.

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Physical Strength Code		ESSENTIAL FUNCTIONS
4	S	Acts as a technology and process automation consultant. Guides teams in performing thorough analysis, evaluating all aspects of business processes including budgeting, planning, and resources, to define system requirements, proposes potential solutions, and coordinates the implementation or modification of technology and/or process automation solutions. Perform other duties as assigned.
5	S	Attains and maintains an in-depth understanding of the business functions of IT Department customers. Spends time with customers and understands their perspective. Provides vision and encourages collaboration. Retains knowledge of numerous applications, processes, and resources and articulates the business benefits derived therein.
6	S	Knows individual users needs for, and the business functionality of, enterprise-wide and office automation applications. Works with customers and IT staff to identify and resolve customer issues.
7	S	Uses computer technology knowledge and coordinates with the City’s technical experts, project managers, and business analysts and works with them to support, plan, and implement customer solutions which are process centric, maximizes City resources, eliminates waste and duplications, and are performance measurable. Provides customer feedback to IT technologists and leadership.
8	S	Works with business process owners to perform cost/benefit and return-on-investment analyses, business case development, and negotiations with stakeholder partners.
9	S	Works with the City’s technology experts to stay current on available and emerging technologies that may be applied to IT customers’ business needs to better deliver services.
10	L	Educates customers on the City’s technology standards, policies, available services, capacities, and boundaries. Communicates with customers and community organizations by making presentations, hosting claritive meetings and training sessions, preparing reports, developing curricula, and providing other forms of written, oral, and multi-media communication.
11	S	Identifies ways to more effectively utilize City resources, and eliminate waste and duplication; works with the IT Department; develops, recommends, implements, enforces, and seeks ways to continuously improve the City’s technology policies, procedures, definitions, and standards to enhance the delivery and security of City services.
12	S	Participates in discussions of departmental goals and objectives with Information Technology senior management and/or the senior management of the department owning the project, including suggested project prioritization and classification of strategic, tactical, maintenance, and other projects.
13	S	Analyzes business processes and user requirements to document project scope. Identifies and researches external sources of hardware, software, and resources. Evaluates and investigates prospective solutions, including hardware, software, training, and maintenance. Identifies problems, issues, and risks and participates in the identification, documentation and communication of solutions. Assists in planning to coordinate the implementation of new computer systems or enhancements to existing computer systems.

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Physical Strength Code		ESSENTIAL FUNCTIONS
14	S	Facilitates, trains, and assists staff and other stakeholders in analyzing, improving, and implementing technology and process automation solutions. Provides facilitation/leadership and/or participate as a member of a project team. Communicates project objectives, plans and status to all members of a project team and senior management.

CLASS REQUIREMENTS:

CLASS REQUIREMENTS	
Formal Education	A Bachelor's degree or equivalent work experience is required. Work requires broad knowledge in a business, professional, or technical field.
Experience	Five (5) years of public or private progressively responsible experience in an information technology or business process management environment, including computer programming and systems analysis, design, integration, and implementation. Three (3) years experience in supervisory or managerial work. Requires a high level of initiative, independence, and analytical skills. Must have experience in software package implementation and systems integration. Must demonstrate the ability to manage multi-level projects.
Knowledge/Skills Required	Knowledge and experience with systems analysis and design, computer programming and information systems, and industry standard applications and systems. Ability to identify technology users' needs and opportunities to use technology to add value. Must have excellent interpersonal skills and be able to work in a team environment. Must be able to provide guidance and instruction to other personnel. Skills desired include performance measurement, customer satisfaction surveys, services gap analyses, and effectiveness training and team building for project and governance teams.
Certifications and Other Requirements	Facilitation experience and skills. Other experience or certification such as Stephen Covey's Seven Habits, Four Disciplines of Execution, Six Sigma, Quality Management, highly desirable. Valid driver's license is required.
Reading/Writing	Excellent ability to read and comprehend technical studies, publications, contracts, and vendor proposals. Excellent ability to write white papers, business cases, analyses, and policy and procedure documentation. Work requires the ability to write status and special project reports, requests for proposals, contracts, and memos.
Math	Ability to perform general and advanced math calculations. Experience with business and statistical analysis a real plus.
Presentation/Communication	Must be a talented communicator, an empathic listener, and an advocate for customers. Ability to tailor presentations to executive and business audiences that may not possess technical backgrounds. Have the ability to retain knowledge of numerous applications, processes, and resources and to articulate the business benefits.
Managerial	Responsibilities include supervising personnel, prioritizing project activities, setting goals and objectives and establishing standards. This position reports directly to the Enterprise Solutions Bureau Manager in the IT Department.

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CLASS REQUIREMENTS	
Budget Responsibility	Researches and prepares recommendations for bureau and project budget expenditures.
Supervisory / Organizational Control	Work requires managing and monitoring work performance by directing subordinate supervisors or staff, including making final decisions on hiring and disciplinary actions, evaluating program/work objectives and effectiveness, and realigning work and staffing assignments, as needed. Possesses the ability to guide process owners in evaluating the effectiveness of their processes; and change, project, and personnel management. The position may supervise or direct other members of a project team including IT and other departmental staff, and contractors. May work alone, as a facilitator of a project team, or as member of a project team. May lead project teams, report to a Project Manager; or perform specific roles under another's direction.
Complexity	Work is widely varied and involves analyzing and evaluating many complex and significant variables. Customer specific policies, procedures, or precedents are developed and/or recommended.
Interpersonal / Human Relations Skills	Leader, marketer, teacher, trainer, and ombudsman. Communicates with work units, teams, and departments within the City. Unique to this position is the emphasis placed on culture in the City of Norfolk model for process improvement and automation. Familiar with the culture of the City and coordinates with the Human Resources Department's Organizational Development Team.

OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	X	Light	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time		L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	O	Presentations
Sitting	C	Computer, desk work, meetings
Walking	O	Inter-office, to/from meetings, offsite work
Lifting	N	
Carrying	O	Equipment for presentations
Pushing/Pulling	N	
Reaching	N	
Handling	N	
Fine Dexterity	F	Computer keyboard, telephone keypad, writing
Kneeling	N	

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PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Crouching	N	
Crawling	N	
Bending	N	
Twisting	N	
Climbing	N	
Balancing	N	
Vision	C	Computer, desk work, reading, supervision of staff
Hearing	C	Staff, supervisor, meetings, telephone, presentations
Talking	F	Staff, supervisor, meetings, telephone, presentations
Foot Controls	N	
Other (specify)	N	

MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Telephone, computer, PDA, laser or inkjet printer, data projector, scanner, USB devices, Microsoft Windows and Office, Service Center, Internet Explorer, Visio, Project Manager, and other productivity and process automations applications.

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	N
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	N
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	C
Working Closely with Others as Part of a Team	C

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NON-PHYSICAL DEMANDS	
Tedious or Exacting Work	O
Noisy/Distracting Environment	N
Other (see 3 below)	N

(3)