



City of Lake Oswego, Oregon

Job Description

MANAGEMENT AND PROGRAM ANALYST

FLSA Status: Non-exempt

Union Representation: LOMEA

Salary Grade: 177

Job Code: 1201

Summary

This position is responsible for analyzing programs, processes, procedures or related business issues in order to identify and recommend solutions to management and organizational problems. Provides moderately difficult to complex analytical services across organizational boundaries. Maintains software applications, including but not limited to planning, purchasing and administering systems. Coordinates department computer systems and business processes to provide citywide information in the most efficient, cost effective method. Acts as the main functional contact point for technology issues with the City's IT Department. Supports users, coordinates with vendors, and makes appropriate modifications to support business needs. This position will report to the Support Services Supervisor within the Operations Division of the Public Works Department.

Essential Duties and Responsibilities

The list of duties is a representative sample of the work appropriate to this class and does not include all the duties that may be assigned to a particular position. The incumbent may perform a combination of some or all of the following duties:

1. Performs a variety of research, analysis and administrative studies related to department and/or city-wide special projects including policy development, organizational improvement, and cost-benefit/feasibility studies.
2. Works independently to interview personnel involved, secure resources and gather information related to the issue being evaluated and/or analyzed.
3. Evaluates problem areas and uses available information to develop recommendations.
4. Summarizes and presents recommendations or policy approaches for consumption by managers, elected officials and/or the public. When needed, presents findings and recommendations in management, council and/or public meetings.
5. Where appropriate, develops and conducts training and exercises. Plans, develops and conducts public education and outreach necessary to accomplish program goals.
6. Conducts evaluations of implemented policy and management programs and provides progress reports.
7. Provides lead role for limited special projects.
8. Serves as project manager and coordinator on assigned projects related to design, implementation and modification of new or existing business systems. Develop work plans,

timelines and resource allocations for assigned projects. Monitors progress to ensure objectives are met. Coordinates contract compliance with consultants and software vendors. Makes presentations at meetings to internal and external groups.

9. Participates in the analysis, design, testing and implementation of vendor software and applications. Develops and maintains structure documentation; formulates and enforces standards for data management. Prepares and maintains procedures for disaster recovery.
10. Monitors day to day operation, performance and space requirements of enterprise wide databases.
11. Generates custom reports for various city departments using applications such as Crystal Reports and SQL Server Reports.
12. Assists in the design and development of web interfaces for various business systems.
13. Serves as primary contact for all users with questions regarding use of department business systems. Meets with staff to determine necessary program enhancements and maintenance needs for existing software applications. Evaluates, recommends and coordinates implementation of all functional modifications and/or enhancements to software applications.
14. Works with Information Technology to coordinate system modifications, upgrades and troubleshooting.
15. Analyzes business processes and their associated information systems and makes recommendations for the redesign of those business processes or information systems.
16. Reviews available market software and make recommendations concerning purchase of software packages from vendors. Research cost information and assist management with budget information related to software and related purchases.
17. Integrates GIS objects and data into INFOR Infrastructure Management System.
18. Creates new INFOR and map assets through use of INFOR GIS software.
19. Extracts INFOR data for various projects.
20. Maintains cooperative working relationships with City staff, other organizations and the general public.
21. Plans, coordinates and manages staff training on City business applications. Prepares training aids and user manuals. Assists managers with the creation of management reports.
22. May perform other duties of a similar nature or level.

Minimum Qualifications

Knowledge of:

- Broad knowledge of business practices, theories and methods.
- Relational database design and structure.
- Operating principles and characteristics.
- Data processing systems.
- PC applications software.
- Business processes.
- Project management principles.
- Expert knowledge of English grammar, spelling and usage.
- Working knowledge of basic mathematical and statistical principles.
- Personal computers and related software applications.

Skills and Abilities to:

Education, Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation with Bachelors degree in Computer Science, Business Administration or Public Administration, or a related field, and two years in a related field or an equivalent combination of education and experience enabling the incumbent to perform the essential functions of the position.

Licensing and Other Requirements:

Positions in this classification require the ability to possess and maintain a valid driver’s license and ability to meet the City’s driving standards.

Physical and Mental Demands

Frequent repetitive motions including, but are not limited to, hand, wrist and finger movements; daily walking, reaching, standing, talking, hearing and seeing. Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring department to accommodate the limitation.

Department Director	Date
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Human Resources Director	Date
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Employee	Date
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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.