ASHEVILLE, NORTH CAROLINA

Classification Specification

Business Process Technology Consultant
Job Code: 2620
FLSA: Exempt

Purpose of Classification:

The purpose of this classification is to analyze work processes of City departments, to provide advice and guidance regarding technology solutions, and to manage related projects.

Distinguishing Characteristics:

This is a single level classification.

Essential Functions:

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Provides business process analysis and consultation to City departments: meets with City departments to develop an understanding of strategic and tactical business objectives; aligns technology with City strategies, priorities, and business needs; identifies impact on business processes; establishes strategic priorities; collaborates with stakeholders to define current and desired future state of operating models and business capability roadmaps; and provides consultation regarding solutions planning, technical trends, impact analysis, risk assessment, budgeting, and the application of new and existing technology to business practices.

Develops solutions, data and reporting services, and other technical processes: coordinates with internal and external stakeholders to digitize, automate, or otherwise improve functions and processes; designs, develops, and implements solutions to integrate people, processes and technology across the enterprise and the City; writes scripts and code to automate business processes; evaluates existing components to determine integration

requirements and to ensure final solutions meet City and public needs; identifies reporting requirements; and develop reports to support requirements.

Manages technology projects: represents City and business needs to project teams; identifies and prioritizes technology and process improvement opportunities and key performance measures for technical systems; and leads and/or participates in the development and implementation of project plans.

Manages product and service contracts: leads and participates in preparation of technical specifications and requirements, bid solicitation and evaluation, selection of vendors and awarding of contracts, and negotiation of scope of services and fees; monitors and oversees contract and budget compliance; processes contract and vendor invoices for payment; and coordinates with vendors to identify needs for future product releases.

Researches and deploys technology solutions: analyzes City goals, strategy, operations, and current technology architecture; develops options and conducts competitive analysis for new technology solutions; and coordinates with stakeholders to implement new solutions.

Participates in overseeing and monitoring the City's enterprise software systems: ensures reliable performance of enterprise resource planning systems; and makes enhancements and changes, as necessary.

Maintains an awareness of new applications, technologies, technical methods, trends, and advances in the profession: reviews professional publications, technical manuals, and websites to increase knowledge of business process technology; and attends conferences, workshops, and training sessions as appropriate.

Communicates with supervisor, other City employees, third party service contractors and vendors, the public, outside agencies and organizations, and other individuals as needed to coordinate work activities, review status of work, exchange information, or resolve problems.

Processes a variety of documentation associated with department/division operations, within designated timeframes and per established procedures: receives, reviews, prepares, completes, processes, forwards or retains as appropriate various forms, reports, correspondence, project proposals, vendor invoices, system architecture, requests for proposal, requests for quotes, project portfolio and work plan, project charters, value stream maps, product evaluations, vendor agreements, process diagrams, and other documentation; compiles data for further processing or for use in preparation of department reports; and maintains computerized and/or hardcopy records.

Operates a personal computer to enter, retrieve, review or modify data, utilizing word processing, spreadsheet, database, presentation, Internet, e-mail, or other software; and operates general office or other equipment as necessary to complete essential functions.

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Additional Functions:

Performs other related duties as required.

Minimum Qualifications:

Bachelor's Degree in Management Information Systems or a related field required; supplemented by three years of experience in project management, implementing technology solutions, or related field; or any equivalent

combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

Specific License or Certification Required: None.

Specific Knowledge, Skills, or Abilities: Must be able to demonstrate proficiency in performance of the essential functions and learn, comprehend, and apply all City or departmental policies, practices, and procedures necessary to function effectively in the position.

Performance Aptitudes:

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to work with and apply principles of persuasion and/or influence over others to coordinate programs or activities of a project, and resolve typical problems associated with the responsibilities of the job.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate and control the actions of equipment and machinery, requiring the monitoring, adjustment, regulation, and/or setting of multiple conditions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, and ratios; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA Compliance:

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Asheville is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both

prospective and current employees to discuss potential accommodations with the employer.