Job Title (Exempt Position)	*Business Analyst*
Department	*Information Technology*
Reports to	*Manager of Operational Performance*
Grade	*616*

Job Purpose

The Business Analyst has responsibility for analyzing business functions, identifying areas for improvement, and documenting objectives, key performance indicators, and results to improve operational effectiveness. This includes developing advanced data analytics, supporting interfaces between enterprise applications, and providing technical support, reporting, and training to support data driven decision making.

Duties and Responsibilities

- **Business Process Improvement and Data Analytics**
  - Develop operational performance objectives and key performance indicators through analysis, measurement techniques, and technology tools.
  - Assist with continuous improvement project initiatives focused on improving data quality and reporting across enterprise applications by developing, implementing, and adjusting business processes.
  - Work with standard reporting tools, statistical software packages, and data repositories to enable performance-based decision making, assess the effectiveness of projects and the operating performance of CDTA business functions.
  - Support management staff by producing reports using SQL query/reporting tools to monitor data quality and performance metrics. This includes verifying, analyzing, publishing and correcting data.
- **Project Management**
  - Assist teams with defining, planning, and delivering projects related to business process improvement, enterprise reporting systems, data quality, and operational performance reporting across all CDTA business functions. Lead smaller scale initiatives as necessary.
  - Assist the Manager of Operational Performance with the development of larger organizational project plans, scope, timelines, resources, and risk management strategies to ensure successful outcomes.
- **Enterprise Reporting Systems/Interfaces**
  - Develop and maintain advanced data analytics tools, dashboards, and reporting systems (e.g. Compass), ensuring the organization has access to timely and insightful data.
  - Assist IT project managers, database administrators, and system administrators in supporting enterprise reporting systems, interfaces, databases, and the overall performance of these systems.
  - Assist in data governance practices to ensure data quality, security, and compliance.
  - Perform other technical duties on an as-needed basis to support the requirements of the IT department.

Qualifications

- Bachelor's degree in relevant field such as Information Systems, Data Science, Computer Science, Engineering, or related discipline.
- A minimum of five years of hands-on experience in business analysis, data collection and analytics, process improvement, change management, and reporting preferably on operating performance.
- A minimum of five years hands-on experience working with relational databases, database design, SQL query language, and related reporting tools (ex. Crystal Reports).
- Demonstrated expertise in analytical and problem-solving skills, with a proven track record of using data to drive strategic decisions and process improvements.
- Experience with project management and facilitation desirable.
- Proficiency with business intelligence tools, and applying process improvement techniques such as Six Sigma, Lean, total quality management, and strategic deployment is desirable.
- Familiarity with public transit operations, regulations, and industry best practices is desirable.

Working Conditions

- This position does not require manual labor (heavy lifting) or significant travel. Work in the field is required to correct and/or validate service data. This position may require 24/7 technical support and remote access for "off-site" administrative support.
- All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.
- This job description in no way implies that these are the only duties to be performed by the employee occupying this position. Furthermore, the company reserves the right to add or to revise an employee's job duties at any time at its sole discretion.

Direct Reports

None

Created By:	*Thomas Guggisberg, Director of Information Technology*
Approved by:	*Christopher Desany, Vice President of Planning & Infrastructure*
Date Approved:	
Reviewed by HR:	*Kelli Schreivogl, Director of Human Resources*