CARROLLTON
TEXAS

DATE	February 2021
JOB CODE	
FLSA	EXEMPT
EEO	

JOB TITLE: Business Support Analyst
DEPT/DIVISION: Information Technology
REPORTS TO: Chief Information Officer

SUMMARY: Responsible for Information Technology office administration, including but not limited to; Working closely with the CIO to handle responsibility for both assigned and forward thinking tasks, internal and external departmental service delivery, vendor and field requests, multiple communication options, meeting coordination, and ensuring all are handled in a timely manner. Conducts professional level Technology activities related to Information Technology administration and may assist with other Technology activities as needed. Work requires limited supervision and the use of independent judgment and discretion.

ESSENTIAL JOB FUNCTIONS
- Prepares and distributes reports, reviews and edit documents, and finalizes presentations
- Assists employees with general technology questions and issue resolutions
- Analyzes IT Department budget expenses and evaluates cost saving options for the organization
- Gather intelligence from city executives, directors, and middle managers about needs and future growth
- Partner with directors and creators to ensure that all administrative actions are completed timely
- Assists in the annual department budget preparation
- Provides professional staff support to City departments, which includes interpreting technology purchasing guidelines, regulations, rules, and policies related to technology programs
- Help coordinate meetings for the CIO
- Serve as a member of the Information Technology Branding committee
- Help with staff programs to foster better communication and working environment
- Consult with the executive team and the IT department on opportunities for improvement areas of concern, and/or tunning activities
- Evaluate, test, and recommend new opportunities for enhancing the department's operations
- Develop, evaluate, and draw conclusions from data related to customer behavior, expectations, and insights
- Researches and analyzes various technology related information or situations and recommends appropriate action based on findings
- Researches, compiles, analyzes, and prepares various reports related to City, departmental, and/or programmatic operations and activities.
- Performs other duties as assigned

KNOWLEDGE, SKILLS, AND ABILITIES:
- Knowledge of applicable office administration management principles, practices, methods, and procedures
- Knowledge of mathematical and general statistical principles

- Skilled in conducting research and preparing related reports
- Skilled in responding to changing situation and needs
- Skilled in collecting and analyzing data
- Skilled in resolving conflict
- Skilled in planning and implementing projects
- Skilled in prioritizing, organizing, and managing multiple simultaneous projects
- Skilled in handling and maintaining sensitive and confidential information
- Skilled in providing customer services
- Skilled in gathering and analyzing information and making recommendations based on finding and in support of organization goals
- Skilled in operating a computer and related software application; Skilled in communicating effectively with a variety of individuals

MINIMUM QUALIFICIATIONS:
- Bachelor's Degree in General Business Administration or related field
- 2 years of office administration experience
- Security+ certification or equivalent upon management approval within 6 months of employment
- ITIL Certification within first 12 months of employment

PREFERENCES:
- Experience working in a dynamic multi-departmental organizational environment and coordinating many tasks and duties simultaneously
- Five years of office administration experience

WORKING CONDITIONS:
- Frequent reaching, sitting, standing, walking, talking, seeing, hearing and manual dexterity
- Occasional lifting and carrying up to 25 pounds
- Work is typically performed in a high paced office environment

CONDITIONS OF EMPLOYMENT:
- Must pass pre-employment drug test
- Must pass criminal history check
- Must pass motor vehicle records check