CITY OF CHATTANOOGA
Classification Specification Title: Applications Analyst

Department: Public Works

Supervision Received From: Assistant Dir. Dev. Srvs

Supervisory Responsibility For: None

Pay Grade: GS.10

FLSA Status: Exempt

Established: 2/13/15

Revision Dates: 8/27/24;

10/20/23; 1/11/23

CLASSIFICATION SUMMARY:
Incumbents in this classification are responsible for supporting Land Development Office components of enterprise licensing and permitting software (i.e., Accela Automation) for the City of Chattanooga. Duties include coordinating Accela interaction with GIS systems, providing support and information for Open Counters software, software configuration, user administration, statistical reporting, and creating GIS map layers for the Land Development office. This incumbent is also accountable for business analysis, workflow design and documentation, configuration, coordination of user testing, creating training, instructing Land Development Office staff on the proper use of technology, as well as researching new technologies that will maintain a high level of customer service. Work under general supervision.

SERIES LEVEL:
The Applications Analyst is a stand-alone position.

ESSENTIAL FUNCTIONS:
(*The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*)

Manage and lead Accela Automation (or subsequent enterprise-wide licensing, permitting, and inspection software) project resources to ensure work required to complete the project is successfully executed.

Manage and lead Open Counters, and GIS systems, as it pertains to the Land Development Office. Manage software associated with online plans review.

Administers enterprise licensing and permitting software (i.e., Accela Automation, and Open Counters) for the Land Development Office.

Administers licensing associated with online plans review, coordinate access to International Code Council electronic building codes access.

Updates configurations for the software package using built-in software tools, JavaScript automation scripting and event handling, and other third party administrative tools.

Performs maintenance and administrative updates within the enterprise licensing and permitting software.

Maintains a working knowledge of best practices within the municipal government ecosystem for efficient and customer-driven methods of permitting and licensing.

Works with methods of permitting and licensing. Works with emerging technologies to incorporate best practices into the operations within the Land Development Office.

Performs statistical reporting utilizing Crystal Reports, and other database client/reporting tools for internal and external stakeholders.

Provides support to all staff within the Land Development Office with the user experiences in the enterprise licensing and permitting software.

Creates training and provides instruction on all technology for LDO employees. Creates online tutorials for employees covering the use of technology for LDO staff.

Utilizes other legacy data systems, including Microsoft Access and Excel, for statistical reporting to internal and external stakeholders.

Contributes hardware, software, and generalized IT support to the Land Development Office.

Contributes to technical discussions with third party vendors in the areas of online experiences, citizen online access, inspection mobile applications, code enforcement mobile applications, and any other relevant areas.

Researches new technologies that aid the LDO in their mission.

Performs activities, and functions of related lower-level personnel and other related tasks and duties as assigned or required.

Creates training, and properly instructs staff of the Land Development Office in the efficient and correct use of the software, hardware and technology.

Assigns Open Records Requests for the Attorney's office and processes requests for the Assessor's office and various other organizations.

Runs GIS queries to build reports based on council districts and other GIS layers.

Derives performance reports for management.

Process data to be used in online analytics dashboards

Leverages data and analytics to identify opportunities that improve and reduce overall costs while improving service.

Maintains records and prepares statistical reports to evaluate the performance and progress of departmental employees under guidance during training periods.

Develops, plans and monitors project budgets and is responsible for delivering business and computer system applications within budget estimates, using current business and project management metrics.

Identifies and mitigates risk, ensures adherence and compatibility with organizational goals, objectives, and strategic initiatives.

Works with the treasury department to ensure compliance with daily money collection reports.

Manages assigned projects including monitoring project and budgetary performance and compliance with applicable specifications, regulations, and laws related to the business application, systems, and programming.

Participates in/on a variety of meetings and/or other related groups in order to receive and convey information.

Works with GIS departments to ensure data availability for applications.

Maintains a high level of knowledge of GIS data catalogs and how the data is collected.

Ensure GIS mapping layers work with the current configuration of applications used by LOO staff and the public while creating best practices for updating and maintaining data layers.

Writes Request For Proposals (RFP) related to areas of responsibility.

Performs diagnostic analysis, troubleshooting, and resolution of PC hardware problems and researches software for the most up-to-date patches. Installs all hardware and equipment for employees within the department.

Trains staff on the proper use of the Google suite of tools.

Performs updates to the website, posts important meeting information for boards and committees.

Performs assessments of the client needs and develops technical solutions such as system configuration. Analysis department technology needs.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

MINIMUM QUALIFICATIONS:
Eight (8) years of any combination of relevant education, training or experience sufficient to perform the essential duties of the job will be considered.

Examples of relevant education include a Bachelor's Degree in Information Technology, GIS or related field. Examples of relevant experience include application configuration and/or business process analysis.

All employees must maintain Tennessee residency from the date of hire.

LICENSING AND CERTIFICATIONS:
Business Analysis Certification (CBAP, CCBA, and PMI-PBA) preferred; Accela Certification/Training preferred; Microsoft Windows Certifications preferred.

KNOWLEDGE AND SKILLS:
Knowledge of Accela automation; SQL; project management principles; project management; principles of relational databases; report writing development using SQL, Crystal Reports; principles and practices of business and public administration; management information systems; research techniques and methodologies including statistical analysis; website design; applicable Federal, State, and Local laws, ordinances, codes, rules, regulations, policies, and procedures. Knowledge of Open Counters Software, and associated skills to support the software.

Skill in providing customer service; using a computer and related software applications; translating user requirements into software solutions; coordinating project activities; conducting business needs analysis; developing specifications; preparing reports; and, communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction.

PHYSICAL DEMANDS:
Positions in this class typically require: fingering, grasping, feeling, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:
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.

SPECIAL REQUIREMENTS:
Safety Sensitive: N
Department of Transportation - CDL: N
Child Sensitive: N

The City of Chattanooga, Tennessee 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 encourage both prospective and current employees to discuss potential accommodations with the employer.