

# CITY OF CHATTANOOGA

## Classification Specification Title: Business Systems Manager

**Department: Finance**

**Pay Grade: GS.13**

**Supervision Received From: City Finance Officer**

**FLSA Status: Exempt**

**Supervisory Responsibility: None**

**Established: 3/01/22**

**Revision Date: 8/27/24;**

**10/20/23**

### CLASSIFICATION SUMMARY:

Incumbents in this classification serve as the finance lead for administration of the City's Enterprise Resource Planning (ERP) and other systems significantly impacting the Finance Department; work collaboratively with Technology Services, Finance and other department subject matter experts to provide technical support for complex financial system applications and interfaces; coordinate with Technology Services and various departments' subject matter experts in administration of the ERP system and develop networking contacts both internally and externally.

### SERIES LEVEL:

The Business Systems Manager is the second level of a two-level series.

### 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.)*

May serve as subject matter expert on a project basis; may lead project meetings and monitor deliverables; reports progress and issues to management. Provides leadership in analyzing new initiatives and system enhancements, drafting recommendations and addressing concerns regarding city-wide policies and programs.

Works with all levels of staff, both internal and external to the department, to develop technical and function requirements for system solutions that enhance productivity and process efficiencies. Provides end user security management planning for the ERP system. Works with Technology Services to facilitate change management regarding financial systems. Participates in data interface design; serves as the liaison for implementation and maintenance of interfaces that integrate to financial software. Provides technical assistance in conjunction with Technology Services and various departments' subject matter experts to solve workflow issues for multiple modules through the ERP system and report/inquiry development.

Coordinates testing and verification of software enhancements; ensures compliance with testing methodology to insure on-going system integrity. Researches, plans and works closely with Technology Services personnel, department subject matter experts and the managed services provider to expedite response for service request tickets until successfully resolved.

Develops contacts in other governments for networking and knowledge development to acquire expertise with software usage and applications; attends outside meetings, conferences and seminars regarding technology systems analysis. Participates in a variety of meetings, committees and/or other related groups in order to receive and convey information.

Oversees the Business Systems Analyst in the administration of systems which significantly impact the Finance Department.

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):**

**Finance**

Work directly with the City Finance Officer and Deputy Finance Officer to communicate the status of critical projects and to prioritize important tasks which are competing for the same resources.

**MINIMUM QUALIFICATIONS:**

Bachelor's Degree in information technology, business administration (accounting or finance) or related field.

Five (5) years of information technology experience, preferably in a governmental environment, including demonstrated ability to lead entity-wide system and process changes.

An equivalent combination of education and experience sufficient to provide the applicant with the skills, knowledge, and ability to successfully perform the essential functions of the job will be considered.

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

**LICENSING AND CERTIFICATIONS:**

Certifications such as IIBA, PMI, CAPM, or similar sponsored certifications are preferred.

**KNOWLEDGE AND SKILLS:**

Knowledge of complex application systems, system maintenance, configuration, implementation and integration. Project management principles and practices; best practices for change management. Research methods, data collection, sampling techniques and statistical analysis. Broad understanding of the functions and work environment of municipal government including Generally Accepted Accounting Principles and internal controls.

Skill in critical thinking and developing city-wide connections. Initiating and leading entity-wide system and process changes. Managing technology projects within scope, time, and financial

constraints. Creating and executing test scripts and analyzing results. Collecting, compiling and analyzing complex data utilizing a variety of spreadsheet, analytical and other software for testing analysis. Preparation of reports for management and diverse groups. Working independently with little direction while conveying information and receiving direction. Communication, both oral and written.

**PHYSICAL DEMANDS:**

Positions in this class typically require: climbing, balancing, stooping, kneeling, crouching, crawling, reaching, standing, walking, pushing, pulling, lifting, 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.