WEST VIEW WATER AUTHORITY
210 Perry Highway
Pittsburgh, Pennsylvania 15229
Administrative (412) 931-3292
Customer Service (412) 931-3500
Customer Information www.westviewwater.org

Position Description

Job Title:	Business Systems Analyst
Department:	IT Department
Supervisor:	Information Systems Manager

Job Summary

Designs, develops, and implements new content and web functionality. Maintains website and related server and network infrastructure. Maintains, operates, administers, and supports Authority systems and software. Lead projects relating to planning, operation, maintenance, implementation, and documentation of the Authority's information systems. Manages user access, system configurations, and data integrations while developing reports and analytics to support informed decision-making across all organizational departments.

Specific Duties:

1. Administer and maintain Authority business systems including Enterprise Resource Planning (ERP), Human Resources (HR), Automated Meter Reading (AMR), and Computerized Maintenance Management System (CMMS).

2. Manage system configurations, user accounts, permissions, and security roles across all business applications to ensure appropriate access control.

3. Collaborate with end users to analyze business processes, identify improvement opportunities, and gather system requirements.

4. Provide training and ongoing support to Authority personnel regarding business system functionality, workflow processes, and effective report utilization.

5. Maintain relationships with vendors to support the operations and development of the Authority's information systems.

6. Participate in system testing initiatives for upgrades and new implementations, including development of test plans and coordination of user acceptance testing activities.

7. Develop and maintain reporting using both systems' built-in reporting tools and reporting software such as Microsoft Power BI.

8. Conduct data quality assessments, identify data inconsistencies, and implement data cleansing and validation procedures.

9. Develop Excel-based reports utilizing advanced functions, pivot tables, data models, and macros for business data analysis.

10. Develop and maintain comprehensive documentation for all business systems including user guides, process workflows, standard operating procedures, and system configuration specifications.

11. Performs other related duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by the incumbents of the job. Incumbents may be required to perform job-related tasks other than those specifically presented in this description.

Qualifications and Job Requirements

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience
Bachelor's Degree (B.S.) from a four-year college or university in Computer Science; with five to seven years of related experience and/or training; or equivalent combination of education and experience. Experience with enterprise resource planning system administration and business process analysis is required. Experience with AMR and CMMS platforms as well as reporting tools like Microsoft Power BI are preferred.

Language Skills
Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, and government regulations. Ability to write reports, business correspondence, procedure manuals, and run books. Ability to effectively present information and respond to questions from managers, employees, and the public.

Mathematical Skills
Basic business math skills are required. Ability to work with mathematical concepts such as probability, statistical inference, plane and solid geometry, trigonometry, and algebra. Ability to apply concepts such as fractions, percentages, and proportions to practical situations.

Reasoning Ability
Ability to solve practical problems and deal with a variety of variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, schematic, or schedule form.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit. The employee is frequently required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms; and talk or hear. The employee is occasionally required to stand, walk, stoop, kneel, crouch, or crawl.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment

The work environment described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to the risk of electrical shock.

The noise level in the work environment is usually quiet.