Albuquerque Metropolitan Arroyo Flood Control Authority

Official Job Description

Classification Title: Business Analyst
FLSA Designation: Exempt (Overtime Ineligible)
Safety Sensitive: No
Reports to: Director, Operational Services
Salary Grade: TBD

General Purpose

Supports the mission of the Albuquerque Metropolitan Arroyo Flood Control Authority (AMAFCA) by analyzing and identifying process improvements, facilitating collaboration and coordination across internal departments, and assisting the Director of Operational Services in implementing long-term organizational solutions. Coordinates and facilitates internal process improvement projects and initiatives.

Essential Duties and Responsibilities

The following describes the essential functions and responsibilities of the position and should not be viewed as an exhaustive list of all job requirements.

1. Collaborate with the Director of Operational Services to identify and define business needs, develop project plans, and implement process improvement initiatives that enhance AMAFCA's overall operational success.
2. Consults with department leaders and personnel to analyze business requirements, gather information and input, reconcile conflicts, document process flows and develop process improvement proposals.
3. Leads and coordinates projects and initiatives, to include developing project plans, coordinating input, tracking timelines, compiling data and summaries, and managing internal communication.
4. Evaluates and proposes technical solutions to meet business needs, performs cost analysis and recommends and implements the acquisition of services, technologies, equipment or other resources.
5. Manages and oversees organizational service agreements and contracts related to information technology, software as a service (SaaS), office security & maintenance.
6. Interfaces with contractors and vendors to meet the information technology, real property, human resources, GIS, and/or other administrative needs of the organization.
7. Tracks systems and software licenses, coordinates IT upgrade and replacement plans, triages first-level technical issues and escalates to respective vendors as needed.
8. Coordinates and tracks employee training related to onboarding, security, and office safety.
9. Supports human resources processes and procedures, and assists with all aspects of recruitment, hiring, and onboarding. mm

10. Serves on designated committees and working groups as a representative of AMAFCA and/or internally as a department representative at the discretion of the department director.
11. Oversees the administration of AMAFCA websites (both public and internal SharePoint), as well as social media channels.
12. Performs other job-related duties as assigned.

Minimum Qualification Requirements

Bachelor of Business Administration or a related field, and two (2) years of job-related experience. A combination of relevant education and experience may be considered.

PMP certification preferred.

Knowledge, Skills and Abilities Required for Success:

- Knowledge of:
    - Applicable federal, state and local laws, regulations, requirements, principles and practices.
    - AMAFCA's policies, functions and responsibilities.
    - Project management principles and practices.
    - Best practices in organizational change and development initiatives.
    - Effective business processes and procedures.
    - Principles and practices in effective human resources administration and management.
    - Emerging and current trends in information technology, software, hardware and other technical solutions.
- Skilled in:
    - Delivering high-quality customer service to the public.
    - Correct usage, grammar, spelling and punctuation.
    - Analyzing multi-faceted and complex problems, projecting consequences, identifies solutions and implementing recommendations.
    - Systems-level thinking and analysis.
    - Collecting and analyzing information, synthesizing findings and presenting recommendations.
    - Interfacing with vendors and contractors to ensure contractual obligations are met and AMAFCA receives the highest quality service.
- Ability to:
    - Maintain confidentiality of privileged information.
    - Communicate effectively in written and oral form.
    - Work in a fast-paced environment and meet deadlines.
    - Interact and maintain good working relationships with individuals of varying social and cultural backgrounds
    - Uphold strong ethics and integrity.
    - Contribute to a collaborative, team-centered environment.

- Triage and resolve first-tier technical issues and identify when to escalate to skilled vendors/contractors.
- Develop and implement project plans, track deadlines, and facilitate collaboration across stakeholders.

Special Requirements of the Job

1. Must pass a pre-employment background and criminal check.
2. Must submit to a limited drug screening.
3. Must possess and maintain a valid New Mexico driver's license or have the ability to obtain one prior to employment.

Physical Demands and Working Conditions

The following represent the physical demands and working conditions that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of the job, the employee is regularly required to sit; talk or hear. The employee is occasionally required to stand; walk; use hands to handle, grasp or manipulate objects; reach with hands and arms; stoop, kneel, crouch, or crawl; and lift to 20 pounds. Specific vision abilities required include close, color and peripheral vision, depth perception, and the ability to quickly adjust focus. Work regularly entails use of a computer and telephone.

Work is generally performed in an office setting with a moderate noise level. Work occasionally occurs outdoors with exposure to natural hazards, dust, fumes and temperatures. Tight time constraints and multiple demands are common. Work involves occasional work after hours and/or travel to designated sites or locations to attend work-related meetings, conferences and trainings. Tight time constraints and multiple demands are common.

Employee Agreement

The job description does not constitute an employment agreement between AMAFCA and the employee and is subject to change by AMAFCA as needs and requirements change. The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of statements of specific duties does not exclude them if the work is similar, related or a logical extension of the position.

By signing below, I attest to having read and understood the above job description. I confirm that I meet the requirements of the position and can perform the duties and responsibilities of this job description.

Printed Name	Signature	Date