



CLASS TITLE | BUSINESS INTELLIGENCE ANALYST

PAY GRADE: EX-40 | www.cityoftulsa.org/pay

Class Code: 3028

Effective Date: 04/03/2024

PURPOSE OF THE CLASSIFICATION: Under general direction performs advanced data analysis and oversees processes and techniques to ensure compliance under state and federal regulations; assists with strategic technology issues, project evaluation and implementation; and performs other related assigned duties.

ESSENTIAL TASKS:

- Assists in evaluation of new systems in terms of data collection, risks, and usage to provide recommendations for implementation that lead to the development of new processes that impact department business
- Applies analytical techniques such as regression, data visualization, benchmarking, and hypothesis testing to increase the use of sophistication of analytical techniques
- Develops and implements processes, methods and tools designed to measure, evaluate, and monitor established departmental performance criteria
- Conducts spatial analysis of geospatial data and prepares a variety of products including maps, charts, graphs, and reports for presentation
- Creates automated files and databases for use in originating reports, spreadsheets, and maps for information management functions and distribution
- Assists with the implementation, monitoring and evaluation of new programs
- Prepares and maintains documentation relating to department data collected and used in analysis, ensuring adherence to data governance business practices
- Investigates, monitors, coordinates and recommends solutions to applications/system problems
- Communicates software or infrastructure changes that impact business processes
- Trains personnel in division procedures, functions and processes
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following criteria:

- a. Completion of 120 hours from an accredited college or university with coursework in science, technology, engineering, math (STEM) field or business-related field; **and**, Four (4) years' experience relevant to the essential tasks listed in this job description;

or

- b. Completion of 60 hours from an accredited college or university with coursework in science, technology, engineering, math (STEM) field or business-related field; **and**, Six (6) years' experience relevant to the essential tasks listed in this job description

Knowledge, Abilities and Skills:

Knowledge of:

- Project management methods
- Accounting, statistics, and modern business methods, principals and practice
- Governmental regulations and applicable standards
- Knowledge of and technical expertise in analyzing numerical data and industry performance measures/industry best practices



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- Good knowledge of mathematics required to perform complex calculations
- Good knowledge of the methods and techniques used in business systems processes and related maintenance procedures
- Considerable knowledge of principles of data collection and analysis
- Considerable knowledge of Microsoft Office applications, GIS software, analysis software, SQL and other applicable analysis tools and software
- Considerable knowledge of state and federal regulations related to data and open records
- Considerable knowledge of systems and data used in departmental operations

Ability to:

- Utilize the highest level of interpersonal skill in order to understand, select, develop and motivate internal and external customers
- Lead the work of others
- Read, analyze, interpret and evaluate research findings and recommendations
- Make statistical details useful while maintaining a broader business perspective on issues and risks
- Apply excellent attention to detail and accuracy
- Effectively communicate both verbally and in writing with all levels of employees
- Interpret and enforce technical ordinances and regulations
- Courteously and tactfully communicate with fellow workers, supervisors, other members of the organization, and the public in giving and receiving information
- Gather, maintain, and analyze large amounts of data and interpret trends and patterns
- Read and interpret engineering plans, reports and schematics
- Provide effective instruction in various fields of knowledge
- Lead, facilitate and organize projects
- Discreetly handle sensitive and confidential information

Skill in:

- Proofreading work to recognize errors and provide constructive feedback to others
- Researching data sources, performing data mining to gather information and then organizing data
- Presenting data effectively both verbally and in writing
- Building and maintaining dashboards in data visualization applications
- Developing effective data collection procedures
- Demonstrated skills in project management

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; may be subject to sitting for extended periods of time, walking, standing, reaching, and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

EEO Code: E-02

Group: Clerical and Administrative

Series: Data Processing and Information