CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Permitting System Business Analyst** **UNION:231**
SG: 4
DEPARTMENT: **Planning & Community Development** **CS:N**
FLSA:N
EEO4CODE:PR

NATURE OF WORK:

Responsible for implementing, integrating, troubleshooting and maintaining the City's permitting enterprise software system and workflow, which includes processes and systems that support building and land use review and approval. Partners with IT and key staff from other City Departments for planning, implementation, and maintenance efforts related to the enterprise software system. Works closely with customers, vendors, management and technical staff to analyze, document and identify business and technical solutions to business problems and needs. Works with staff to identify workflow gaps and generates automatic processes and reports from the permitting system. Reports permitting data and metrics to department management staff, various outside entities and the public; identifies and designs process improvements in relationship to the permitting system and the public experience with permitting processes and approvals. Trains existing and new staff on permitting systems. Oversees business licensing reporting and public questions.

SUPERVISORY RELATIONSHIPS:

Reports to the Planning Director or designee. Works independently under general supervision and the guidance of applicable federal, State and local statutes, regulations, policies, and procedures. May serve as lead on assigned projects, including assigning work to project team members and providing feedback. May supervise interns, work study students and volunteers.

ESSENTIAL FUNCTIONS:

1. Acts as department project manager or team leader for the research, development, implementation, and maintenance of the Permitting enterprise software system, processes and related systems and procedures. Develops project and communication plans. Drafts or revises related policies and procedures. Assigned lead responsibilities on an on-going basis for management of Permitting Systems, including annual project and maintenance planning. Monitors project budget, assuring expenditures are within approved budget.

2. Recommends process/customer service improvements, innovative solutions, policy changes and/or major variations from established policy that must be approved by appropriate leadership prior to implementation. Serves as a key liaison with employees in other departments, third parties, and other stakeholders. Uses project management skills in managing projects. May provide overall project management for a given Permitting initiative. Assists in identifying and defining systems and process alternatives capable of meeting business needs.

3. Provides end user security management and content management for Permitting systems. Provides support for fee changes, work flow changes, and other system process modifications. Participates in change management control of Permitting systems. Works

with IT Services to control access to Permitting systems data. Helps provide support of Permitting systems through the IT Services Help Desk.

4. Develops plans and leads staff in researching, testing and implementation of system upgrades and modifications. Works with Information Technology staff and system vendors to identify and implement upgrades. Assures modifications and upgrades are successfully tested before implementation to the live environment. Reports systems issues to systems vendors and works with vendors to resolve the issues. Documents processes and results.

5. Utilizes reporting tools to write, maintain and support a variety of reports or queries. Assists in maintaining data integrity in systems by running queries and identifying discrepancies. Develops standard reports for ongoing customer needs and ad hoc queries as needed, working with staff to identify information requirements. Supports departmental goals by analyzing data and developing summary reports. Works with Information Technology staff to resolve complex reporting issues.

6. Develops and documents work flow processes to create efficiency in the operation of Permitting Systems. Works with Information Technology staff to implement complex work flow processes.

7. Plans and provides, or arranges training classes, for staff as needed on the use of Permitting Systems. Includes initial training for new users, training on new processes or training to groups on specific functionality. Develops user procedures, guidelines and documentation.

8. Supports best practices for system and process change management, documentation of system processes and business practices, and development of departmental standards.

9. Maintains current knowledge of trends and developments in the field. Researches and evaluates the use of new applications/technology/standards and equipment at the direction of the Planning and Community Development Director.

ADDITIONAL WORK PERFORMED:

1. Performs other related duties within the scope of the classification.

PERFORMANCE REQUIREMENTS (Knowledge, Skills and Abilities):

Knowledge of:
- Construction processes including land use, engineering and building.
- Complex systems project management including planning, scheduling, monitoring and problem solving.
- Permitting and related software systems including cashiering systems.
- City, County, state and federal laws and regulations relevant to land use.
- Research methods, data collection and sampling techniques, and statistical analysis.
- General broad understanding of the permitting procedures of municipal government.

Skills:
- In testing and configuring permitting systems consistent with business needs of the City.
- Communicating business issues and goals with employees at all levels of the organization
- Excellent oral and written communications skills.

- Demonstrated skill and experience in initiating and leading entity wide system and process changes.
- Skill in the management of projects within time and financial constraints that exist within the City governmental environment.

Ability to:

- Configure, change, and test permitting systems and related systems based on business needs of the City.
- Recommend business configurations based on knowledge of permitting systems and City goals, to employees at all levels of the organization
- Understand and interpret work flow processes within a complex organization.
- Diagnose and resolve systems analysis problems, evaluate alternatives and make sound independent decisions within established guidelines.
- Research and interpret new laws and permitting requirements for implementation within permitting systems.
- Utilize a variety of spreadsheet, analytical and other computer software for testing analysis and preparation of reports for management as requested.
- Function as a member of the Planning Department management team.
- Demonstrate professional courtesy and good judgment in communications with other employees and external agencies.
- Ability to collect, compile, and analyze complex information and data.
- Prepare, write and present analytical reports and systems analysis to diverse groups.
- Create and provide multi-media based presentations to a wide array of audiences.
- Work independently with little direction.
- Maintain the absolute confidentiality of sensitive files, data, and materials accessed, discussed or observed while working with City staff.
- Demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Maintain consistent and punctual attendance.
- Physically perform the essential functions of the position, including:
  - correctable visual acuity to read a computer screen and a typeset page;
  - fine finger dexterity to manipulate computer keyboard and mouse; and
  - ability to talk and hear sufficiently to serve internal and external clients.

WORKING ENVIRONMENT:

Work is performed primarily in an office setting with extensive time spent at a computer workstation with some travel between City of Bellingham locations. Works in an environment with frequent interruptions. Some travel to professional meetings required.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in planning, computer science, management information systems, public or business administration or related field.
- Three years of relevant experience working in a municipal planning and community development department.
- Three years of experience supporting computer systems including experience in systems implementation.
- Certification as a Permit Technician by International Code Council (ICC) preferred.
- Certified Associate in Project Management (CAPM) preferred.

OR

- 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. Necessary knowledge, skills and abilities would include a thorough knowledge of permitting processes and data.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal conviction and local background check.

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7/14

REVIEWED BY: _____
Blake Lyon
Planning Director