Information Systems Business Analyst

Type: Full-time **Contractual**

Salary Range: $50 to $70 per hour

Location: US – Maryland – Baltimore

Job Description

The incumbent will be responsible for administering the Agency's website as the Subject Matter Expert, managing content, maintaining Web design and providing consultant and training services/support to external Agencies and non-technical end users. The incumbent also served as a member of the Citywide Website Support Team.

Typical Examples of Work

- Uses Drupal content management skills to coordinate and conduct training for content editors.
- Creates and maintains a Drupal training materials library.
- Uses Business Analyst skills to understand and document requirements from agencies for new and revised web pages.
- Coordinates with Web Developers who implement revisions.
- Functions as a liaison to City Agencies, communicating status and website policies and guidelines.
- Tests significant additions and changes to the Website.
- Performs business analyst functions in Information Systems application development and support.
- Performs related work as required.

Required Knowledge, Skills and Abilities

- Ability to support an informational, content-rich website.
- Ability to effectively communicate both verbally and in written form.
- Ability to work independently, multitask and accomplish goals.
- Ability to actively listen, interpret needs and provide exceptional customer service.
- Ability to maintain focus on details and execute objectives within established deadlines.

- Ability to interpret City, State and Federal codes, standards, policies and technical requirements.
- Ability to evaluate activities in order to ensure efficient operations and compliance with objectives, policies, and procedures of the agency.
- Ability to work effectively with others.

Minimum Education and Experience

Requires a Bachelor's Degree in Information Technology or Computer Science or related field and a minimum of four (4) or more years of experience as a Business Analyst or Systems Analyst performing analyst functions in Information Systems application development and support. Experienced in planning and conducting classroom training as well as coaching and supporting non-technical end users. Project Management experience is preferred.

Application

Interested candidates should submit a resume and cover letter that specifically detail relevant experience to: MOIT.jobs@baltimorecity.gov – NO telephone calls will be accepted. Resumes will be accepted until May 17, 2017.

Equal Opportunity Employer