

DEVELOPMENT SERVICES ANALYST

DEFINITION

To perform professional and technical duties in support of Development Services Department activities and operations; to coordinate, oversee and serve as a technical resource for the implementation and integration of new program elements into the enterprise permitting and data tracking system; to provide technical assistance with respect to data analyses and the development of reports; and to analyze, develop and recommend process improvements to existing business systems to achieve the department's goals.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned supervisor or management personnel.

Exercises technical and functional supervision over technical and administrative support personnel.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Oversee, coordinate and review the work of technical staff as it relates to the development and maintenance of the enterprise permitting system, the production of reports, and the production of maps, visual materials and other documents used in presentation.

Assist the department in meeting State and Federal rules and regulations related to updating and maintaining development standards, zoning ordinances, and the general plan with the use of databases and other systems.

Provide systems management for department specific systems, databases, reporting and mapping applications.

Provide graphic, drafting, reporting, mapping and GIS support to internal and external customers; receive and review requests from departmental staff, other departments and outside agencies and determine the best way to meet their needs.

Receive and respond to technical requests for data analysis, data processing, program modifications, and training.

Recommend processes and procedures to integrate new program elements into permitting system.

Produce analytical and technical reports with the use of data processing systems that support the overall goals and needs of the department and City.

Research, analyze, compile and interpret social, economic, population and land use data and trends.

Manage and participate in various special projects and studies.

Work closely with departmental staff to understand and identify needs; analyze, evaluate and present proposed business procedures or problems to define data processing needs.

Review and make recommendations for process enhancements and provide technical troubleshooting support.

Coordinate the department's internal customer needs assessment survey; prioritize and recommend action in response to survey results.

Serve as liaison with the Information Technology Department and outside vendors.

Represent function on committees, outside organizations, and at staff subcommittees as necessary; coordinate technical support activities with other departments and divisions and outside agencies.

Answer questions and provide information to the public, via telephone, e-mail, and written correspondence related to technical support program and operations; investigate complaints and recommend corrective action as necessary to resolve complaints.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

#### MINIMUM QUALIFICATIONS

##### Knowledge of:

Principles and practices of computer systems and related analysis and design.

Principles and practices of community development and permitting.

Principles and practices of relational database techniques and design.

Principles and practices of GIS concepts, surveying, drafting and mapping.

Research methods and procedures including statistical analysis and report writing.

Pertinent local, State and Federal laws, ordinances and rules.

Principles of project management.

Ability to:

Perform professional work in support of the Development Services Department's business needs.

On a continuous basis, know and understand all aspects of the job. Intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Extract and analyze data and produce technical reports.

Analyze, develop and implement business solutions.

Perform complex analytical research, relational and spatial analysis and GIS mapping.

Train or instruct users in the use of computer equipment and operating procedures.

Prepare a variety of reports and maintain accurate records and files.

Problem solve, make decisions, and give direction.

Develop and recommend policies and procedures related to assigned operations

Advocate on behalf of the department for change and process improvement.

Identify new technology solutions to manage the workload of the department.

Monitor the effectiveness of existing systems and procedures and make and implement recommendations for change.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience:

Two years of responsible experience identifying, developing and implementing technological business solutions, preferably as it relates to urban planning or development related activities.

AND

Training:

A Bachelor's degree from an accredited college or university in computer science, information systems, business management, accounting, business information systems, finance, planning or a related field. Relevant work experience as described above may be substituted for the educational requirement on a year for year basis.

License or Certificate

Possession of a valid California driver's license by date of appointment.

11-13-19

12-20-17      Development Services Analyst

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-5-

08-25-12	Planning Systems Analyst
06-22-05	Senior Planning Technician