



Job Title:	BUSINESS ANALYST
Department:	EXECUTIVE DEPARTMENT
Reports To:	DEPUTY EXECUTIVE DIRECTOR
FLSA Status:	EXEMPT
Prepared Date:	JULY 2019
NAICS W/C:	CLERICAL – NOT INSURED FOR RAMP
EEOC:	PROFESSIONALS

About Us

At Naples Airport Authority we want to build a team that understands that by working together, under these principles, we will all help ensure a safe and productive airport environment and make for an enjoyable experience for our customers, the public and our employees.

Vision Statement

Connecting people to the Paradise Coast through an exceptional airport experience.

Mission Statement

The City of Naples Airport Authority strives to operate, develop and maintain the Naples Airport with a commitment to enhancing the quality of life throughout the community.

Values

AGILE organization

PASSIONATE in service to our community

FOCUSED on excellence

COLLABORATIVE decision making

ACCOUNTABLE for our actions

RESPECTFUL of one another, customers and citizens

ETHICAL standard of conduct

STEWARDSHIP of financial, social and environmental resources

Job Purpose

The Business Analyst works directly with the different departments to help develop, implement and manage projects, services, and applications. This person will work extensively with internal and external partners to support information services applications for the NAA. The position will develop requirements, procedures, and workflows. The position will assist in the development of processes as well as the management of projects of all sizes.

Supervision Received & Exercised

Receives direction from deputy executive director or other higher level supervisory or management personnel.

Essential Duties & Responsibilities

- Apply advanced theoretical knowledge of management and business problem solving principles and concepts to perform the following duties: gathering and organizing information on problems or procedures or document findings and prepare recommendations.
- This person will be the internal liaison between various NAA departments/management and external partners.
- Determine, implement, and evaluate business metrics to meet ongoing organizational or customer information needs.
- Analyze and report on complex data to meet customer needs.
- Communicate complex data in comprehensible ways.
- Identify user needs from user requests and develop strategies by which to meet those needs.
- Critically evaluate information from multiple sources and clearly indicate quality of final analysis.
- Lead requirements gathering with various internal departments within the NAA and/or external partners including coordination of schedules and activities, tracking progress, and reporting results.
- Research, analyze, and establish available project management practices within the NAA.
- While managing multiple projects this person is also responsible for identifying performance standards, measuring progress and adjusting performance accordingly, and developing contingency plans.
- Generate metrics and provide regular status reports and dashboards to executive management on the performance of ongoing projects.

Disclaimer: This job description is meant to reflect the general nature and level of work being performed. It is not intended to be construed as an all-inclusive list of job requirements; other duties as assigned may be required. This job description does not restrict management's right to revise or change job duties as the need arises.

- Analyzes complex business problems and provides expertise in identifying, evaluating and developing solutions that are cost-effective, meet user requirements, complement business processes and consider data quality requirements.
- Plans and executes unit, integration, and user acceptance testing as required.
- Develop project plans and associated communication documents.
- Organizational change management.
- Conduct project postmortems and create recommendations reports in order to identify successful and unsuccessful project elements.
- Holds self and project team accountable for project delivery and developing project reports.
- Uses relevant business metrics, analysis, and reports to measure, monitor, communicate, and improve performance.
- Conveys a sense of urgency to motivate others to complete responsibilities and achieve goals, leveraging resources and talent to achieve business goals and objectives.
- Provides service to those contacted in the course of duty in an effective, efficient and professional manner.
- Must be physically present to work as member of the team to serve customers, visitors and staff who may need unscheduled assistance.

Other Duties

- Assist other departments as needed.
- Performs other duties or special projects as assigned.

Competencies

- **Attendance/Dependability/Reliability** – Punctual and adheres to the established work schedule; follows prescribed work break/meal periods. Can be counted upon to complete work on schedule.
- **Care of Equipment and Company Property** – Maintains a neat work area; cares for company equipment; utilizes preventative maintenance. Has working knowledge of the proper use of equipment.
- **Communication** – Communicates well both verbally and in writing, delivers presentations, has good listening skills.

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- **Computer Skills** – Advanced knowledge of computers, Microsoft Office, and Adobe Acrobat. Advanced knowledge of IT infrastructure including networks, security, telecommunications, servers, workstations and laptops. Knowledge of SQL, Microsoft Navigator, X1FBO, and/or Everbridge is a plus. Must be able to operate and notify correct department or repair service regarding telephones, personal computer, Tricaster video system, copy machine, printer, and fax machine.
- **Language Skills** - Ability to read and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from Board of Commissioners, executive leadership, groups of managers, clients, customers, and the general public.
- **Mathematical Skills** - Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages.

Minimum & Preferred Qualifications

Must have advanced knowledge of computers and office software. Experience with various project management and change management methodologies including Iterative Waterfall and Agile and the ability to be flexible and adapt to new methodologies. Knowledge of process efficiency strongly desired. Must have excellent verbal communication and customer service skills.

Must have ability to read and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from Board of Commissioners, executive leadership, groups of managers, clients, customers, and the general public.

Must have ability to calculate figures and amounts such as discounts, interest, commissions, proportions, and percentages.

Must have ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form. Knowledge of the aviation industry and associated software applications preferred. Ability to become proficient within 90 days with WordPress or other Web platform currently in use and the video technology currently in use. Advanced knowledge of IT infrastructure including networks, security, telecommunications, servers, workstations, and laptops. Knowledge of SQL, Microsoft Navigator, X1FBO, and/or Everbridge is a plus.

Education/Professional Certifications

- Bachelor's degree required, preferably in Computer Science or Management Information Systems or related field. MBA preferred.

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- At least five years of experience in information services/systems/technology or the equivalent combination of education and experience that provides the required knowledge, skills and abilities.
- Experience in both the public and private sectors preferred.
- Certifications in Project Management or Business Analysis strongly preferred.

Machines Tools & Equipment

Must be able to operate and notify correct department or repair service regarding telephones, personal computer, Tricaster video system, copy machine, fax machine, and printer. .

Driver's License Requirements

- A current, valid Florida driver's license with full privileges (not suspended or revoked).
- Must maintain a valid State of Florida driver's license or possess a valid out-of-state driver's license and obtain the State of Florida driver's license within 30 days of employment.
- A driving record that meets the Authority's driving standards.

Language Skills

Must have ability to read and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from Board of Commissioners, executive leadership, groups of managers, clients, customers, and the general public.

Working Conditions

While performing the duties of this job the employee is occasionally exposed to fumes or airborne particles. The noise level in the work environment is usually moderate.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

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Physical Requirements

While performing the duties of this job, the employee is required stay in stationary position 80-90% of the time. The employee is frequently required to communicate with vendors and internal and external customers, and must be able to exchange accurate information in these situations. The employee is occasionally required to move about inside the office to access file cabinets, office machinery, etc. Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision to be able to read invoices, statements, spreadsheets, etc.

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Supervisor Signature & Date:	
Employee Signature & Date:	

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Critical Development Experiences

Business Analyst to Senior Business Analyst

This is intended only as a summary illustration of a possible career ladder in the Executive Department. This is not intended as a promise of promotion or change in position.

Qualifications:

- Minimum 5 years of Business Analyst experience.
- Complete understanding of business systems and internal processes.
- Demonstrated success in holding self and project team accountable for project delivery and developing project reports.
- Excellent computer skills, to include knowledge of accounting software programs.
- Bachelor's degree (B.A.) from a four year college or university and five years related experience and/or training; or equivalent combination of education and experience.
- MBA or CPA certification a plus. Experience with Microsoft Dynamics NAV highly desirable.

Responsibilities:

- Uses relevant business metrics, analysis, and reports to measure, monitor, communicate, and improve performance.
- Generate metrics and provide regular status reports and dashboards to executive management on the performance of ongoing projects.

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