Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

DUTIES   Serves as an Analyst in the Software-as-a Service Department of the Office of Technology, Metropolitan Washington Airports Authority (Airports Authority). Translates business requirements into IT solutions, providing functional support, software system quality analysis, and technical coordination services in the development, implementation, and maintenance of applications and data systems for the Airports Authority.   Ensures the effectiveness of developed applications by providing technical assistance/guidance to Airports Authority departments by conducting software module training, and serving as the liaison between business areas, technical teams, and support teams. Performs related functions.

--Works with users to design, develop, and implement business applications by: defining business process improvements, assisting in gathering information for data driven decision making, performing and supporting quality assurance initiatives, and defining requirements within a scrum/agile environment.

--Develops and presents recommendations to adjust functional procedures that solve complex problems within the system, support data integrity, and/or support efficiency and take advantage of automated system capabilities.

--Provides functional support for application and data issues including, but not limited to: coordinating between system vendors/operators, application end-users, and the Office. Maintains records of current software, application versions, and releases and/or patches; and assists in error research, correction, and prevention.

--Identifies issues, options, and decisions which involve developing and implementing effective, durable, and practical relationships between the Airports Authority's overall mission and its technology implementations. Optimizes the use of available functionality within existing systems and explores new technology solutions; solves problems in system software upgrades, application modifications, and general maintenance to ensure the seamless adoption of new technologies by end-users.

--Develops, implements, and maintains comprehensive software systems; tests systems/ specifications; applies enhancements to meet current and foreseeable requirements; and resolves end-user support and training issues with regard to applications/systems.

--Defines application data problems, conducts analysis to identify root causes and required improvements; and initiates actions that result in resolution of the identified problems. Focuses on maintaining "clean data" by ensuring that information entered into the system is accurate and complete and by cleaning up any residual data problems. Coordinates and supports data clean-up tasks to include providing necessary data clean-up requirements that can be programmatically accomplished, and overseeing data clean-up activities from the operator's/end-user's standpoint.

--Develops, designs, creates, and documents reports (revenue reports, finance reports, etc.) for end-users. Manages requests from end-users; assists end-users in defining reports; prepares

prototypes; writes the reports to meet the requirements and service functions; and oversees the testing of reports by end-users before launching reports into the production environment. Initiates, reviews, and implements improvements and best practices for the report writing processes.

--Coordinates testing of new software and software upgrades after development; ensures developed solution meets the user's needs; secures sign-off/approval; and assists in future maintenance, as necessary.

--Conducts/coordinates sprint reviews and user acceptance testing for applications. Provides ongoing end-user support and training for applications; assists end-users in understanding how to maximize system usage.

--Assists in the design, implementation, and maintenance of interfaces between developed and existing systems to automate workflows. Follows up on system problems to facilitate scheduling hardware and infrastructure support and other resources required to support and maintain applications.

--Develops and maintains production processing schedules for applications, such as e-Permit, Transportation Management System (TMS), Oracle Enterprise Resource Planning (ERP), Oracle Business Intelligence Enterprise Edition (OBIEE), PROPworks, Parking, e-Permit, Agent Cashier, Taxi etc., to ensure they interface/communicate properly with new/existing systems.

--Communicates and interacts effectively with internal and external business contacts including, but not limited to, other members of the unit/team/Office, other Airports Authority employees (such as executives, managers, supervisors, professionals, and support staff), vendors, suppliers, and tenants.

--Uses a computer and (a) modern office suite software for various applications such as, but not limited to, planning/scheduling, communicating (email), word processing, data manipulation (databases and spreadsheets), charts/graphics and presentations; (b) enterprise systems/software (such as ERP, PROPworks, and OBIEE) to collect, store, manage and interpret data from business activities; and (c) specialty systems/software used in the Office.

--*Performs other duties as assigned.*

Critical features of this job are described under the headings below. They may be subject to change through reasonable accommodation or otherwise.

MINIMUM QUALIFICATIONS (MQs)

To be rated qualified for this job, an applicant must meet all of the MQs listed below at the time of vacancy announcement closure.

1. A bachelor's degree in a field providing a strong foundation for successful performance of the DUTIES in this job description, or an equivalent combination of education, experience and training that totals four years.

2. Five years of <u>progressively responsible</u> experience in most of the DUTIES in this job description, including: (a) designing, developing, implementing, and maintaining of an enterprise-wide system (such as ERP, Business Intelligence, web, or mobile application); (b) testing of software through multiple test cycles; (c) identifying and diagnosing root causes of inefficient or uncontrolled processes and developing and implementing solutions to enhance efficiency and internal control; and (d) coordinating projects, including developing prioritized solutions and coordinating the resolution of system issues with other technical resources to meet end-user requirements in support of the organization's applications.

   A master's degree in any field providing strong foundation for successful performance of the DUTIES in this job description may be substituted for two of these five years.

PREFERRED QUALIFICATIONS

The qualifications listed below are preferred and <u>may be</u> considered in the selection process, but they are <u>not</u> required to be rated qualified for this job.

1. A Master's Degree in Engineering, Finance, Business Administration, Communications, or Information Technology with a concentration in business, finance, economics, mathematics, or management information systems which provides a strong foundation for successful performance of the DUTIES in this job description.

2. Experience with Oracle ERP, OBIEE, TMS, and/or PROPworks.

3. Certification as a ScrumMaster (CSM) from the Scrum Alliance; certification as a Project Management Professional (PMP) from the Project Management Institute (PMI); certification as a Certified Business Analysis Professional (CBAP) from the International Institute of Business Analysis (IIBA); or certification as a Certified Data Management Professional (CDMP) from the Data Management Association International (DAMA-I).

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER FACTORS (KSAOs)

The following KSAOs are required for successful performance of this job and are a basis for rating and ranking applicants who are found to meet the MQs. *Local, Federal, airport industry or Airports Authority-specific bodies of knowledge listed below may be acquired on the job, typically; ability to rapidly acquire them is required at the time of vacancy announcement closure.*

1. Knowledge of: Airports Authority business processes, practices, and controls and airport functions; Office of Technology programs and key programs of other Airports Authority and non-Airports Authority offices as they relate to the Office of Technology such as to provide the specialized assistance to increase the effectiveness of technology solutions to the Airports

Authority.

2. Knowledge of software systems including: (a) planning, scheduling, coordinating, and overseeing major software upgrades, new releases, and installation of related software applications; (b) organizing and assigning test teams, coordinating implementation schedules and work tasks, coordinating implementation of custom changes, and coordinating installation of program fixes; (c) troubleshooting and escalating programming and systems problems associated with applications already in use, and making recommendations on how to better automate current manual processes; and (d) providing applications support to end-users to include providing appropriate documentation and training on how to effectively use system features and related applications.

3. Knowledge of systems, their use and maintenance, and the supported business processes and associated integrated software package functionality. This includes knowledge of major enterprise systems, software applications, and overall systems project management, their use and maintenance, and the supported business processes pertaining to an airport environment.

4. Knowledge of and skill in using Business Intelligence and reporting systems, conducting studies and reports on unused functions of associated software, developing and testing new or modified report formats, reviewing edit reports and operator error messages, and providing applications support to end-users including appropriate documentation and training on how to effectively use system features and related applications.

5. Skill in problem solving to select, organize and logically process relevant information (verbal, numerical or abstract) to solve a problem. This includes the ability to recognize subtle aspects of problems, identify relevant information and make balanced recommendations and decisions. Examples include conducting functional requirements and performance specifications for new and existing system software upgrades, application modifications, and general maintenance to ensure the viability of timely and strategic data, and developing and implementing effective, durable, and practical processes to ensure data validity between systems.

6. Skill in oral communication to understand verbal information (facts, assertions and ideas) and to express such information verbally so that others will understand and in certain circumstances be convinced or persuaded (at times regarding user needs and functional requirements). This includes skill in encouraging effective oral communication by others such as users concerning their end-user requirements (e.g., Business Intelligence, parking, e-Permit, Agent Cashier, Taxi, etc.) as well as their ability to interface with the ERP software.

7. Skill in written communication to understand written information (facts and sometimes conflicting assertions and arguments), draw inferences, form hypotheses, develop logical arguments, and to express such information in writing so that others will understand, and in certain circumstances, be convinced and/or persuaded. This includes the skill in reviewing user requirements, system specifications and software documentation and skill in preparing, written materials, including reports, instructions, etc.

8. Skill in using a computer and (a) modern office suite software (such as MS Office) to communicate; plan; schedule; word process; prepare presentations and graphics; manipulate data (spreadsheets and databases); develop reports; and perform research (Internet use, as in searching for performance information and keeping up with technology); (b) enterprise systems/software such as ERP, PROPworks, and OBIEE to collect, store, manage, and interpret data from business applications, and (c) specialty systems/software used in the Office.

9. Interpersonal skills to interact effectively with business contacts in a businesslike, customer service-oriented manner. This includes skill in developing and maintaining effective working relationships with users and IT managers and staff to coordinate and follow-up on projects.

10. Skill in working on/handling multiple, major projects concurrently and in ensuring coordination and integration among related efforts. This includes attention to detail in planning and scheduling.

RESPONSIBILITY Is responsible for translating business requirements into IT solutions and providing functional support, analysis, and technical coordination services of software systems and applications. Work supports the strategic goals of the Airports Authority in the development of effective IT applications that meet end-user requirements.

Reports to a manager within the Office of Technology (Supervisor). Supervisor assigns work by setting objectives and priorities. Incumbent performs regular duties independently (such as defining functional responsibilities and performance specifications) with little direct oversight. Special assignments are assigned on an ad-hoc basis, with brief specific instructions. Incumbent keeps the Supervisor apprised of activities and progress as well as unexpected issues or developments through periodic status reports, staff meetings, and in organizing, coordinating, and preparing financial documents. Incumbent consults with the Supervisor for resolution of critical and time-sensitive issues. (The incumbent is expected to recommend programmatic adjustments; provide options and recommendations for action; then, participate with the Supervisor in decision-making.) Work is subject to review in process and upon completion, in terms of quality, quantity, timeliness, customer service, teamwork, adherence to requirements, and other factors, including attainment of specified performance management goals and objectives.

Guidelines and references include, but are not limited to, Office policies, procedures, and standards (e.g. Office of Technology Standards, Change Management Process, Root Cause Analysis Procedure, Technology Advisory Committee Project Submittal Procedure, Electronic Communications System Policy, and Enterprise Technology Management Policy); Information Technology Infrastructure Library (ITIL), PMO best practices, etc. The incumbent uses expert judgment to adjust and apply guidelines to particular situations.

EFFORT The work is primarily sedentary and typically requires light physical effort as in opening/closing file drawers, lifting and carrying files/reports, etc. The incumbent may sit for extended periods while performing desk work but moves about to meet with users, obtain or

distribute work materials, etc. Constantly uses a computer; operates other office equipment. Frequently exchanges information by telephone. Regularly reviews computer screens, printouts, contracts, and regulations containing small print.

WORKING CONDITIONS   Works in an adequately lighted, ventilated and temperature controlled office and conference rooms. Some activities may involve system testing elsewhere, such as at/in parking garages. May experience some job pressure from tight deadlines and changing priorities.

OTHER SIGNIFICANT JOB ASPECTS None.