The IT Business and Performance Analyst plays a significant role in the strategic alignment and enhancement of business processes and systems used to support the Cleveland Metropolitan School District (CMSD). This role will support the Department of Information Technology’s (DoIT) business process management and service delivery excellence efforts. This person will be part of the overall strategy to establish a quality framework and establish standards of excellence that govern its efforts. This role will advance service quality efforts by providing reliable and executable business process design for IT services’ internal IT and consumers. This individual will drive performance management discipline by leveraging data and insight about business processes to create performance metrics and governance. The expected outcome is quantifiable productivity and performance improvements. This role has high visibility to the management team within a dynamic service-oriented business environment. He/she will collaborate with internal Business Intelligence Developer(s) to create data dashboards to monitor IT service delivery effectiveness and customer/stakeholder service experience.

ESSENTIAL DUTIES & RESPONSIBILITIES

- Supports DoIT’s priorities and strategies with business process management and orchestrating performance visibility
- Promote and advance the IT Quality Management Framework internally with DoIT and partners
- Coordinate and support strategy development and updates, business plans, and support process improvement initiatives
- Assist in the development, deployment, and refresh of key performance indicators across all DoIT Departments
- Use data-driven evidence to influence change to processes, analyze operating models to identify issues, and present creative solutions impacting business process effectiveness
- Communicate on a regular basis with key stakeholders, especially with Department Leaders, on the progress of projects within assigned departments
- Lead content development for key management reports and scorecards
- Support and facilitate key meetings and strategy sessions including agenda setting, content coordination, action items, assignments, timelines; follow up to ensure progress against new deliverables and next steps.
- Assist with the development and implementation of process improvements within departments to promulgate continuous improvement principles throughout the organization.
- Provide project management, facilitation, and analytical support for DoIT led projects and initiatives.
- Assist in the governance of performance management processes e.g., IT Service Delivery reviews of leading indicator metrics to improve the outcome of KPIs.
- Partner with departments and schools to identify opportunities to improve business processes.
- Collaborate with internal technology divisions to establish measurable technology standards.

QUALIFICATION
Knowledge, Skills, and Abilities

- Has strong research and analytical skills with a commitment to rigor and attention to detail; must be able to consolidate data into actionable insight.
- Able to multi-task under a highly demanding, deadline-driven, and continuously changing environment.
- Can work independently and is self-reliant; is resourceful and able to meet tight deadlines.
- Adaptable to lead efforts that may not be clearly defined and that evolve over time.
- Able to influence without formal authority and is a creative problem-solver.
- Ability to develop and adapt information systems to create, store and share business results.
- Able to interpret and provide accurate and timely performance results to stakeholders in a format that is easily understood and relevant to the decision-making process.
- Design metrics and reports to ensure the shared view of performance between internal technology service teams, end-users, and vendor partners.
- Understand business process modeling and design methodologies.
IT Business and Performance Analyst

- Ability to perform business process requirements gathering and translate into business process flows using process using business process management software.
- Expertise in scorecard design and management.

EXPERIENCE
- 3 years minimum (5+ years preferred) of professional analyst experience, including 2 years of project management experience.
- Strong written, presentation, and oral communication skills (highly preferred).
- Exceptional abilities in Microsoft Suite of applications – Visio, Office (Word, Excel, PowerPoint), SharePoint, etc. (highly preferred)
- Experience with strategy and performance management methodologies (preferred)
- Knowledge and experience with continuous improvement methods – Lean, Six Sigma, etc.; (preferred) or an equivalent combination of education and experience
- 3-5 years of requirements gathering and analysis for business process and performance reporting
- 3-5 years designing and implementing scorecards
- Strong analytical problem-solving skills

EDUCATION
Bachelor's Degree in Business Administration, or a closely related field or an equivalent combination of education and experience

WORK ENVIRONMENT
The characteristics listed below are representative of the work environment typically encountered by an individual while performing the essential duties of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties. While performing the duties of this job, the employee is exposed to a normal office environment. Some travel may be required for training/meetings. NOTE: The above-stated duties are intended to outline those functions typically performed by individuals assigned to this classification. This description of duties is not intended to be all-inclusive or to limit the discretionary authority of management to assign other tasks of similar nature or level of responsibility.