

# TRAVEL PORTLAND

## JOB DESCRIPTION

### VISION

Travel Portland is a promoter and steward of this evolving city and its progressive values, which have the power to transform the travelers who visit us.

### MISSION STATEMENT

The mission of Travel Portland is to generate economic impact through travel demand.

Job Title	Technical Business Analyst		
Dept	Operations		
FLSA	Exempt	Revised by	Sr Dir. Digital Strat
Position Status	Full-time	Revision Date	5/2022

### SUMMARY

The Technical Business Analyst is responsible for analyzing the business and technical processes that support our organizational priorities and facilitating the changes that will enable us to work more efficiently and effectively in the future. This work involves requirements gathering and data modeling along with the analysis, development, testing, configuration, implementation and documentation of new and existing systems. This role requires a high level of technical competence combined with excellent communication and project management skills.

This is a cross-functional position, under the guidance of the Senior Director of Digital Strategy.

### REASONABLE ACCOMMODATION

To perform this job successfully, an individual must be able to perform each essential duty and physical demands satisfactorily with or without a reasonable accommodation. Travel Portland is committed to the full inclusion of all qualified individuals. As part of this commitment, we will ensure that persons with disabilities are provided reasonable accommodations. If reasonable accommodation is needed to participate in the job application or interview process, to perform essential job functions, and/or to receive other benefits and privileges of employment, please contact [klong@travelportland.com](mailto:klong@travelportland.com)

## ESSENTIAL FUNCTIONS

- Provide technical subject expertise by analyzing the business and system processes that support our organizational priorities and surfacing opportunities for work to be organized more effectively. Develop, validate and articulate those opportunities in both everyday language and technical specifications. Realize those opportunities in the form of pragmatic, sustainable technical solutions.
- Translate client functional requirements into technical requirements that can be shared with colleagues and software vendors. Serve as a liaison between technical and non-technical staff. Facilitate cross-functional collaboration to validate proposed solutions and business process changes. Assist cross functional teams in the development, testing and implementation of solutions to achieve the desired end-state.
- In coordination with subject matter experts, assist with the configuration, build, testing, training and deployment of enterprise tools. Example applications include Simpleview CRM, Zendesk, ActOn and Symphony and USI (Ungerboeck).
- Facilitate the work of the *Systems Integration* and *CRM Admin* teams.
- Become Travel Portland's key point-of-contact with Simpleview, our enterprise CRM vendor.
- Serve as project manager for USI implementation projects.
- Project manage scopes of work with enterprise vendors, from simple bug reports or form update requests through to data synchronization efforts and middleware development. Support staff in resolving production issues/escalations based on existing procedures and SLAs.
- Act as primary systems administrator for enterprise software. This might involve adding or removing users, configuring software for our use-cases and managing vendor contracts and invoices.
- Standardize organizational data management practices to promote accuracy, maintainability and compliance. Manage projects to maintain data hygiene, for example annual audits of our food cart directory and Convention Sales contacts.
- Minimize organizational risk by ensuring that important processes are well documented.

## SECONDARY FUNCTIONS

- As needed, support the business of Travel Portland by performing tasks within our enterprise software platforms, for example by preparing and sending an e-newsletter in ActOn when the member of staff that would normally be responsible for that task is unavailable.
- As needed, assist the IT Support Manager in delivering application training to staff.
- Other related duties, which may be necessary or desirable to support Travel Portland's success.

## **JOB QUALIFICATIONS**

- Bachelor's Degree in Business, Information Systems, Computer Science or a related field.
- Minimum of 3 years of experience as a business process analyst or similar position.
- **Or** any equivalent combination of education, experience and training that would provide the knowledge, skills and abilities required for the successful performance of the essential job duties.

## **NECESSARY KNOWLEDGE, SKILLS AND ABILITIES:**

- Strong analytical skills, including a thorough understanding of how to interpret customer business needs and translate them into application and operational requirements.
- The ability to critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying needs.
- Significant knowledge of data science, specifically data modelling and hygiene practices, and some practical experience of wrangling data to meet evolving needs.
- Experience working with – and ideally administering – cloud-based enterprise software / core business applications.
- Excellent communication skills, with a bias towards collaborative problem solving.
- Excellent organization and time management skills with the ability to engage in multiple initiatives simultaneously.
- Superb attention to detail.

## **DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES:**

- Specific experience with USI (Ungerboeck), Simpleview CRM and/or ActOn.
- Some programming experience e.g SQL queries, Excel Macros etc.
- Experience designing or managing middleware to exchange data between systems.

## **WORK ENVIRONMENT/SCHEDULE**

General office environment: Majority of work is completed in a general office environment with exposure to moderate levels of noise in a well-lit, well-ventilated, and moderately paced environment. Employees of Travel Portland currently follow a hybrid work schedule, working Tuesdays, Wednesdays and one other day of their choosing in the Portland office, with the option to work remotely two days per week.