



# CLASS TITLE | BUSINESS INTELLIGENCE TECHNICIAN I

PAY GRADE: AT-32 | [www.cityoftulsa.org/pay](http://www.cityoftulsa.org/pay)

Class Code: 3614

Effective Date: 04/03/2024

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**PURPOSE OF THE CLASSIFICATION:** Under general supervision, uses various software applications to collect, analyze and present data for evaluation and improvement of City operations; and performs other related duties as assigned.

## ESSENTIAL TASKS:

- Utilizes Microsoft Office Suite to conduct office communications, draft documents, and analyze basic data
- Executes data analysis procedures using Structure Query Language (SQL), Excel, or other data analysis software, including script writing
- Utilizes geospatial databases and statistical applications to manipulate, analyze and present spatial data
- Conducts routine statistical and strategic analysis and prepares comprehensive analytical products such as reports, charts, graphs, and tables
- Develops and produces maps using Geographic Information Systems (GIS) applications
- Utilizes Microsoft Power BI or similar technology to develop visualizations
- Utilizes Microsoft Visio or similar technology to develop process flows
- Researches, retrieves, and evaluates confidential information related to city operations and residents
- Collects data in response to ad-hoc requests for data, information, or investigative assistance from department leaders, data stewards, and fellow analysts
- Reports to work on a regular and timely basis

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

## QUALIFICATIONS:

Training and Experience: Must meet the following criteria:

- a. Completion of 120 hours from an accredited college or university with coursework in science, technology, engineering, math (STEM) field or business-related field; **and**, Two (2) years' experience relevant to the essential tasks listed in this job description;

**or**

- b. Completion of 60 hours from an accredited college or university with coursework in science, technology, engineering, math (STEM) field or business-related field; **and**, Four (4) years' experience relevant to the essential tasks listed in this job description

## Knowledge, Abilities and Skills:

Knowledge of:

- Methods and techniques used in researching, compiling, sorting, evaluating and analyzing relevant statistical information to perform analysis
- Research and data mining
- Applied knowledge of Microsoft and Adobe applications
- Data entry, trending, and report generation

Ability to:

- Summarize and disseminate information in a clear and effective manner
- Gather, maintain, and analyze large amounts of data and interpret trends and patterns



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- Apply excellent attention to detail and accuracy
- Work independently and to recognize, analyze and soft complex problems
- Meet deadlines, multi-task, and work under competing priorities
- Discreetly handle sensitive and confidential information
- Courteously and tactfully communicate with fellow workers, supervisors, other members of the organization, and the public in giving and receiving information

Skill in:

- Presenting data effectively both verbally and in writing
- Recording and organizing data
- Critical thinking and problem solving
- Establishing and maintaining effective work relationships
- Identifying and using potential sources of data
- Maintaining accurate detailed records

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; may be subject to sitting for extended periods of time, walking, standing, reaching, and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting.

**EEO Code: N-03**

**Group: Clerical and Administrative**

**Series: Data Processing and Information**