

**Job Title:** P M O Business Analyst**Location:** Service Center**Department:** Business Planning**Job Status:** Full-Time**Reports To:** Program Portfolio Manager**Job Grade:** 604**Pay Status:** Exempt**Date Created/Updated:** 9/4/2025

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### Position Summary

The Business Analyst will work closely with other business analysts and project managers in the Project Management Office to form an effective team. Your main tasks will include preparing business cases, performing detailed requirements analysis, documenting processes, and performing some user acceptance testing. To succeed in this role, you should have a natural analytical way of thinking and be able to explain complex concepts to non-technical users.

As a Business Analyst within the New Braunfels Utilities Business Planning department, you will play a pivotal role in optimizing the efficiency, effectiveness, and financial stability of our utility operations. You will be responsible for analyzing data, conducting research, and providing valuable insights to support decision-making processes. Your work will contribute to the continuous improvement and growth of our services. Provide well-founded recommendations based on data and analysis to help decision-makers effectively shape utility policies and strategies. Maintain detailed documentation of analysis methodologies, findings, and recommendations.

Effective communication and teamwork are essential strengths for anyone interested in this position.

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### Essential Duties & Responsibilities

#### Requirements Gathering & Stakeholder Collaboration

- Partner with project sponsors to define scope, vision, objectives, and success metrics.
- Elicit, analyze, and validate requirements through workshops, interviews, surveys, site visits, and workflow mapping.
- Prioritize requirements based on business value and feasibility.
- Translate conceptual needs into precise, functional requirements for project teams and developers.
- Create process models, diagrams, and specifications to guide execution.

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#### Data Analysis & Reporting

- Collect, compile, and analyze operational data (e.g., consumption, billing, revenue, expenditures).
- Identify trends, anomalies, and opportunities for operational improvement.
- Build and maintain dashboards, reports, and visualizations for stakeholders and leadership.
- Monitor and assess the impact of process or operational changes.
- Proficiency in current project management and data visualization tools to increase stakeholder engagement
- Help implement and track PMO Metrics to quantify and track PMO performance

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#### Process Improvement & PMO Development

- Evaluate and refine requirements-gathering and project management processes.
- Collaborate with cross-functional teams to identify inefficiencies and propose solutions.
- Develop and maintain PMO standards, governance frameworks, and best practices.
- Create and promote standardized project templates, workflows, and reporting formats.

- Track PMO process adoption and continuously improve implementation.
- Support change management initiatives, ensuring smooth adoption of new processes and tools

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#### Project Management Enhancement & Optimization

- Configure, update, and enhance the Project Management Information System (PMIS) to align with evolving needs.
- Partner with IT and project teams to ensure system effectiveness and integration with business workflows.
- Train and support users to improve PMIS adoption and maximize value.
- Incorporate PMIS analytics into organizational performance reporting.

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#### Miscellaneous Requirements

- All other tasks as assigned.

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#### Skills & Qualifications

- Experience in business analysis, project management, or PMO operations.
- Strong analytical and problem-solving skills with data interpretation expertise.
- Excellent written, verbal, and facilitation skills across diverse stakeholder groups.
- Proficiency in PMIS platforms and project management tools.
- Knowledge of Lean, Six Sigma, or other process improvement methodologies (preferred).

#### GENERAL RESPONSIBILITIES

- Maintain regular attendance; leave schedule should be managed so as not to interfere with the ability to accomplish tasks, including special projects and assignments with deadlines
- Adhere to NBU safety guidelines and practices at all times and in all situations
- Maintain a clean and safe work area, office, field site, and vehicle as applicable
- Develop & maintain practical customer service skills for communications with co-workers, customers, and the public in general
- Maintain strict confidentiality of business, employee, and customer information in written and oral communications and safeguard sensitive documents
- Adhere to NBU policies and procedures
- Exemplifies NBU Core Values of Integrity, Stewardship, Culture, Team, and Safety
- Participate in and support initiatives to reach annual NBU Performance Measures

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#### Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Bachelors

Other: Bachelor's degree (Highly preferred), and/or

Work Experience Time Frame: Five Years or More

five years of experience

Field of Study: Business administration or finance

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#### Certification and Licensures Requirements

Project Management Institute-Professional in Business Analysis is a plus.

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## Other Minimum Qualifications

- Able to exercise independent judgment and act on it
  - Excellent analytical, mathematical, and creative problem-solving skills
  - Excellent listening, interpersonal, written, and oral communication skills
  - Logical and efficient, with keen attention to detail
  - Highly self-motivated and directed
  - Ability to effectively prioritize and execute tasks while under pressure
  - Strong customer service orientation
  - Experience working in a team-oriented, collaborative environment
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## Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
Arc GIS	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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## Physical Demands

### Standing: Occasionally

- ☒ Making Presentations
- ☒ Observing Work Sites
- ☒ Observing Work Duties
- ☒ Communication with Co-Workers

### Fine Dexterity: Frequently

- ☒ Computer Keyboard
- ☒ Telephone Keypad
- ☒ Calculator
- ☐ Calibrating Equipment

### Walking: Occasionally

- ☒ To Other Departments/Office/Office Equipment
- ☒ Around Worksite

### Carrying: Occasionally

- ☒ Supplies
- ☒ Equipment
- ☒ Files

### Sitting: Frequently

- ☒ Desk Work
- ☒ Meetings
- ☒ Driving

### Reaching: Rarely

- ☒ For Supplies
- ☒ For Files

**Handling:** Frequently

- ☒ Paperwork
- ☐ Monies

**Kneeling:** Rarely

- ☒ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground

**Pushing/Pulling:** Rarely

- ☒ File Drawers
- ☒ Equipment
- ☒ Table and Chairs
- ☒ Hose

**Climbing:** Rarely

- ☒ Stairs
- ☐ Ladder
- ☒ Step Stool
- ☐ Onto Equipment

**Vision:** Constantly

- ☒ Reading
- ☒ Computer Screen
- ☐ Driving
- ☒ Observing Worksite

**Foot Controls:** Rarely

- ☒ Driving
- ☐ Operating Heavy Equipment
- ☐ Dictaphone

**Balancing:** Rarely

- ☐ On Ladder
- ☐ On Equipment
- ☒ On Step Stool

**Bending:** Rarely

- ☒ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground
- ☐ Making Repairs

**Crouching:** Occasionally

- ☒ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground

**Crawling:** Never

- ☐ Under Equipment
- ☐ Inside Attics/Pipes/Ditches

**Hearing:** Constantly

- ☒ Communication Via Telephone/Radio/To Co-Workers/Public
- ☐ Listening to Equipment

**Twisting:** Constantly

- ☒ From Computer to Telephone
- ☒ Getting Inside Vehicle

**Talking:** Constantly

- ☒ Communication Via Telephone/Radio/To-Co-Workers/Public

**Other:** [Click or tap here to enter text.](#)

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**Environmental Factors**

	Never	Seasonally	Several Times Per Year	Several Times Per Month	Several Times Per Week	Daily
Extreme Temperature (Heat, cold, extreme temp. change)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Wetness and/or humidity (bodily discomfort from moisture)	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Noise and Vibration (sufficient to cause hearing loss)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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## Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

**Other:** Click or tap here to enter text.

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**Primary Work Environment:** Office Environment

Other: Click or tap here to enter text.

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## Overall Strength Demands

- ☐ Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- ☒ Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- ☐ Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- ☐ Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- ☐ Very Heavy - Exerting 50 pounds constantly

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## Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

**Other:** Click or tap here to enter text.

### Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Employee's Printed Name

\_\_\_\_\_  
Date