Class Concept
This is administrative and managerial work in analytical analysis including business objectives and process review, function design and testing of assigned projects, and process engineering with clients as new applications systems are designed and developed. Leads system-wide initiatives to improve efficiency and effectiveness of business processes in accordance with priorities and directions negotiated and discussed with various leadership groups. Leads collaborative efforts for planning and implementation of technology initiatives and alignment of business objectives with IT initiatives while managing and maintaining the state’s perpetual IT Plan. Leads a team of Business Systems and Planning Analysts to assess the needs of the business, prioritize projects and drive new system and reporting requirements to completion.

An employee in this class will manage, plan, direct, coordinate, monitor and/or supervise business and program processes, operation systems and ensure the efficiency of business and related systems. They ensure that operational, procedural and regulatory requirements are met. They lead, manage and advise the development of strategic plans. They research and analyze strategic choices and make recommendations to achieve goals and objectives of the agency.

Recruitment Standards
Knowledge, Skills, and Abilities
- Thorough ability to utilize and understand business systems, policies, and procedures. Ability to demonstrate and utilize this knowledge in daily job-related activities. Thorough knowledge of state and federal rules and regulations governing the program; thorough knowledge of agency/university practices, procedures and principles.
- Ability to establish expectations and clear direction to meet goals and objectives.
- Ability to review work and evaluate performance of others, and to develop individuals’ competencies.
- Ability to assess and interpret work.
- Ability to develop, evaluate, implement and modify work.
- Ability to make accurate decisions.
- Ability to present and convey information clearly and concisely either verbally or in writing to ensure that the intended audience understands the information and the message.
- Ability to manage large scale or multiple projects.
- Ability to establish proactive relationships with customers.
- Ability to integrate resources, policies, and information for the determination of procedures, solutions, and other outcomes.
- Critical thinking includes questioning, analysis, synthesis, interpretation, inference, inductive and deductive reasoning, intuition, application and creativity.

Minimum Education and Experience
Bachelor’s degree in economics, business administration, public policy, information science, or closely related field from an appropriately accredited institution and four years of experience in business consultation, process improvement, requirement gathering, project management, and/or portfolio management, or closely related field; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.