

Business Systems Analyst

DESCRIPTION OF WORK: Positions in this banded class plan, design, examine, analyze, develop, implement, administer, and monitor business and program processes, operation systems, and efficient business and financial systems. Positions evaluate business and program application systems' functionality to identify gaps, measuring the solution impact to business operations. Positions design business and program systems solutions by identifying and evaluating options, resolving solution issues, serving as a liaison between the business and the project team to improve productivity, and developing and delivering training. Positions apply project management methodology. Positions in this class develop expertise in one or several business areas and their integration points and contribute to strategic planning of systems and technology directions.

EXAMPLES OF COMPETENCIES: CONTRIBUTING:

Knowledge – Professional: Knowledge and understanding of business systems, theories, processes, rules and regulations and how they apply to technology in the applicable area(s).

Knowledge – Technical: Knowledge of applicable business information systems, testing methodologies, training, business system analysis, and/or other applicable systems.

Analysis and decision Making: General knowledge of requests, issues and problem areas. Ability to analyze issues and problems and propose solutions which are consistent with the agency's priorities and financial resources. Ability to utilize available resources to correctly determine the issues and develop alternative solutions. Ability to make guided decisions and recommendations on issues affecting a project or client base.

JOURNEY

Knowledge – Professional: Thorough knowledge and understanding of business systems theories, processes, rules and regulations and how they apply to technology in the applicable area(s).

Knowledge – Technical: Thorough knowledge of applicable business information systems, testing methodologies, training, business system analysis, and/or other applicable systems. Ability to serve as a resource for others. Ability to recognize the limitations of business information systems in relation to business processes.

Analysis and decision Making: Thorough knowledge of requests, issues, and problem areas and ability to fully understand and address them. Ability to exercise creative and critical thinking in evaluating situations and developing solutions. Ability to use internal and external resources to independently develop solutions, considering customer's capabilities and limitations. Ability to make independent decisions and take action on matters affecting projects or client base. Ability to develop strategies.

ADVANCED

Knowledge – Professional: In-depth knowledge of business systems, regulations and processes and their interaction and how they apply to technology in the applicable area(s).

Communication: Ability to maintain ongoing interaction with internal and external audiences using written and verbal communication skills. Ability to communicate effectively by articulate verbal discussion. Ability to create clear and coherent written materials. Ability to assist and participate in stakeholder sessions.

Project Management: Ability to interact as a team member on a project team or ability to manage a project task or small-scope project.

Problem Solving: Ability to identify, clarify, and select appropriate tools, data, and analysis techniques to diagnose problems and develop solutions.

Communication: Ability to identify and address situations requiring tact and diplomacy using written and/or verbal skills. Ability to identify, clarify, and verify communications. Ability to synthesize information into succinct, concise, and logical summaries and reports. Ability to facilitate stakeholder sessions to achieve consensus and collaboration.

Project Management: Ability to develop, monitor, and communicate changes to project scope, project plans, timelines, status, issues, and risks for moderately complex projects, or subsets of complex projects.

Problem Solving: Ability to anticipate and recognize problems and finds solutions. Ability to develop improvements and implement changes.

Communication: Ability to proactively identify and manage situations requiring complex communication for internal and/or external audiences. Ability to influence the direction of projects. Ability to identify

Knowledge – Technical: In-depth knowledge of applicable business information systems, testing methodologies, training, business system analysis, and/or other applicable systems. Ability to recognize and fully understand the limitations of business information systems in relation to business processes.

Analysis and decision Making: Ability to exercise creative and critical thinking in evaluating complex situations and developing solutions. Ability to forecast level of future agency requirements. Ability to devise or modify system-wide business systems to solve problems, considering customer's capabilities and limitations. Ability to make recommendations on issues that affect the direction of business systems and business.

MINIMUM TRAINING AND EXPERIENCE: Bachelor's degree in a discipline related to the area of assignment; or equivalent combination of training and experience. All degrees must be received from appropriately accredited institutions.

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Special Note: This is a generalized representation of positions in this class and is not intended to reflect essential functions per ADA. Examples of competencies are typical of the majority of positions, but may not be applicable to all positions.

stakeholders and manage communications to achieve consensus and collaboration.

Project Management: Ability to develop, monitor, and communicate changes to project scope, project plans, timelines, status, issues, and risks for complex projects.

Problem Solving: Ability to resolve more complex problems working with senior management. Ability to identify and address causes. Ability to develop and initiate innovations and solutions. Ability to set short and long term goals.