

DESCRIPTION: Under general supervision, performs business process analysis and design and provides systems support for automated business applications by serving as a liaison between the business end users and applications developers; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: (A position is assigned to this class based on the scope and level of work performed as outlined below.)

This is a full performance class. Positions in this class work with teams/groups to facilitate the modification or development of business systems. However, they do not lead other Information Technology (IT) Business Systems Analysts nor are they assigned supervisory responsibilities or perform application development or modification through computer programming.

EXAMPLES OF WORK: (A position may not perform all the duties listed, nor do the listed examples include all the duties that may be assigned.)

Business Process Analysis:

- Confer with clients to determine the business needs and requirements.
- Consult with management to ensure agreement on system principles.
- Analyzes business processes.
- Document existing business processes and proposed modified business processes.
- Documents appropriate business rules, policies and standards.
- Communicates with applications developers about the business requirements and to develop business process solutions.

Automated Systems Support:

- Provide technical instruction/assistance on how to use automated application(s).
- Investigates reported system malfunctions and document findings (solve user errors).
- Communicates with appropriate staff on identified malfunctions.
- Provides training to end users.

Application Development:

- Strategizes with end users and application developers to find software application solutions to business needs.
- Acts as applications developers' primary point of contact to answer (or follow-up on) workflow and design related questions and issues.
- Analyzes business system operation/function solutions for feasibility.
- Documents business system operation/functions and proposed changes/modifications.
- Develops system specification.
- Participates in system analysis and design.
- Builds data test files.
- Performs system testing.

Leadership:

- Leads a team/group in building and maintaining data test files.
- Leads a team/group in accomplishing required testing functions.

Administrative:

- Responsible for creation and maintenance of business training and support material.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED: (These are needed to perform the work assigned.)

Knowledge of: system design and analysis; computers and electronics; basic arithmetic; needs assessment techniques; quality service standards; alternative delivery systems; customer satisfaction evaluation techniques; information requirements analysis; specification development and writing; prototype evaluation; principles and processes involved in business and organization planning, coordination and execution; design techniques, principles, tools and instruments; instructional methods and training techniques.

Skill in: facilitation to solve problems; using math to solve problems; using scientific methods to solve problems; information gathering; conveying users perspective to technical people in technical language and technical perspective to users in non-technical language; using logic and analysis to identify the strengths and weaknesses of different approaches; identifying the nature of problems; conducting tests to determine whether equipment, software, or procedures are operating as expected; reading comprehension; active listening; reorganizing information to get a better approach to problems or tasks.

Ability to: communicate information to others, orally and in writing; recognize and identify problems; combine separate pieces of information , or specific answers to problems, to form general rules or conclusions; apply general rules to specific problems to come up with logical answers; correctly follow a given rule or set of rules in order to arrange things or actions in a certain order; combine and organize different pieces of information into a meaningful pattern; interact with computers; analyze data or information; obtain information needed to do the job; think logically; evaluate information against a set of standards and verify that it is correct; document/record information; organize, plan and prioritize work.

MINIMUM QUALIFICATIONS: (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Post high school coursework, training, or experience in the analysis of business processes and system requirements, and the creation of business process applications.

SPECIAL NOTE:

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).