

Class Concept

Positions in this class plan, design, examine, analyze, develop, implement, administer, and monitor business and program processes, operation systems, and efficient business and financial systems for a large division of an agency or at the agency level. Positions evaluate business and program application systems' functionality to identify gaps, and calculate solutions to improve 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. Work at this level may involve process improvement through automation of processes and implementation and management of key computer applications. 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.

Recruitment Standards

Knowledge, Skills, and Abilities

- Working to considerable knowledge and understanding of business systems, theories, processes, rules and regulations and how they apply to technology in the applicable area(s).
- Working to considerable knowledge of applicable business information systems, testing methodologies, training, business system analysis, and/or other applicable systems.
- Working to considerable 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.
- 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.
- Ability to interact as a team member on a project team or ability to manage a project task or small-scope project.
- Ability to identify, clarify, and select appropriate tools, data, and analysis techniques to diagnose problems and develop solutions.

Minimum Education and Experience

Bachelor's degree from appropriately accredited institution in a discipline related to the area of assignment plus two years of programmatic experience related to the area of assignment; or equivalent combination of training and experience.

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