

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 at the agency level. Positions evaluate the functionality of the most complex business and program application systems to identify gaps, measuring the solution impact on agency operations. Positions forecast business needs and agency strategic plans and design solutions that align business processes and the applications that support them with those goals. Work involves coordinating with agency management and with program managers throughout the agency. 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

- Thorough knowledge of business systems, regulations and processes and their interaction and how they apply to technology in the applicable area(s).
- 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 stakeholders and manage communications to achieve consensus and collaboration.
- Thorough 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.
- 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.
- Ability to develop, monitor, and communicate changes to project scope, project plans, timelines, status, issues, and risks for complex projects.
- 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.

Minimum Education and Experience

Bachelor's degree from appropriately accredited institution in a discipline related to the area of assignment with three years of programmatic experience related to the area of assignment; or an 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.