

### Class Concept

Performs analytical analysis including business objectives and process review, function design and testing of assigned projects. Understanding of the business functions and system needs of a work unit to develop working specifications and business requirements. Aids stakeholders in defining and developing their strategic goals.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Able to articulate ITS value propositions from both a business and technical perspective.
- Experience with analyzing and documenting processes and requirement specifications.
- Ability to develop business case/ROI (return on investment) for ITS value propositions.
- Ability to transfer knowledge and other important or relevant information to stakeholders and end users.
- Matrix management skills for ITS, client and other involved parties/resources.
- Ability to participate in the project to deliver the proposed and agreed upon solution.
- Understanding of general IT architectural principles, technical designs and specifications.
- Excellent verbal and written communication skills including the ability to interact and communicate effectively with non-technical clients.
- Ability to think analytically and problem solve.
- Strong knowledge of and experience with CRM tools and business case analytics.
- Understanding business requirements and translating them into specific software requirements.
- Experience with evaluating information harvested through surveys and workshops, task analysis and business process description.

#### Minimum Education and Experience

Bachelor's degree in Business Administration, Computer Science or any related field from an appropriately accredited institution and one year of experience in business consultation, process improvement or requirement gathering in an information technology environment; or an equivalent combination of education and experience.