

### 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. Distinguished from the Business Systems Analyst I by performing process engineering with clients as new applications systems are designed and developed. This work involves developing and maintaining relationships with the client agencies of the State. The role requires an understanding of the business functions and the technology components of State government.

### Recruitment Standards

#### Knowledge, Skills, and Abilities

- Demonstrates a strong technical aptitude by identifying latest trends in information technology applications and new possible outcomes that be can be achieved through current platforms.
- Outstanding analytical skills in order to interpret clients' business needs and to translate them into application and operational requirements and analytical problem solving.
- Experience in managing projects: planning the project scope, directing staff members, handling change requests, forecasting budgets, and keeping within allotted timelines.
- Experience in developing business cases and 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.
- Strong knowledge of and experience with CRM tools and business case analytics.
- Understanding business requirements and translating them into specific software requirements.
- Experience of cross-functional process improvements in business/operations with expertise in delivering timely results.
- Ability to link operational improvements to financial benefits.
- Excellent facilitation, interpersonal, negotiation, and conflict resolution skills.

#### Minimum Education and Experience

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